



*Advance Payments of the Premium Tax Credit (APTC) Program Assessment Report*

*for*

*Tufts Health Public Plans, Inc. (Massachusetts)*

*August 17, 2022*

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## I. EXECUTIVE SUMMARY

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### Background

Tufts Health Public Plans, Inc. (THPP) is a health insurance issuer that offered qualified health plans (QHPs) in the individual market State-Based Exchange (SBE) in Massachusetts during the 2016 benefit year. The state of Massachusetts submitted THPP's final restated 2016 benefit year data in the November 2017 Enrollment and Payment Data Workbook (EPDW). The issuer received a total of \$178,889,577.03 in advance payments of the premium tax credit (APTC) from Centers for Medicare & Medicaid Services (CMS) and the SBE reported a total of \$327,739,039.76 in premiums for the issuer's 2016 benefit year individual market plans.

This report is an assessment, conducted in coordination with the SBE, of THPP's compliance with the APTC program established in sections 1401 and 1412 of the Patient Protection and Affordable Care Act (Pub. L. 111–148) enacted on March 23, 2010 and further amended and revised by the Health Care and Education Reconciliation Act of 2010 (Pub. L. 111–152) enacted on March 30, 2010 (collectively referred to throughout as PPACA), and implementing regulations. This report also details the results of the assessment of premiums for information purposes only.

### Audits to Determine Compliance with the Administration of APTC Program

Under title 45 of the Code of Federal Regulations (CFR) sections §§ [155.1210](#) and [156.480](#), the Department of Health and Human Services (HHS) may audit<sup>1</sup> issuers that offer a QHP in the individual market through an Exchange to assess the degree of compliance with the APTC program requirements. HHS designates the CMS to conduct these audits and to achieve the following objectives:

- Safeguard Federal funds;
- Instill confidence amongst regulated entities of data quality, soundness, and robustness;
- Evaluate health insurance issuer compliance with program rules and regulations; and
- Develop a successful and coordinated risk-based, multi-year audit program that maximizes resources.

This audit is part of CMS's program to validate the enrollment and payment data reported in the final 2016 EPDW submitted by the SBE, and to analyze controls and policies of selected issuers pursuant to the authority defined in 45 CFR §§ 155.1210 and 156.480.

The findings and observations are documented below. If CMS found an instance of issuer non-compliance with APTC program requirements that requires correction to the APTC reported in

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<sup>1</sup> To provide the flexibility needed when standing up a new oversight program and to ensure that issuers are able to provide CMS with their most accurate data, audit protocols allow for dialogue between auditor and issuer to identify and correct errors in data submission that differ somewhat from some independence and reporting standards laid out under Generally Accepted Government Auditing Standards (GAGAS). These procedures were defined and executed consistent with the competence, integrity, and analytical discipline required for performance audits as defined by GAGAS.

the final EPDW, then CMS classified it as a *finding*. If CMS found a deviation from CMS or Exchange requirements that we are calling to the attention of management for purposes of improving compliance in future program years, but that does not require correction to payment, then CMS categorized it as an *observation*.

## **Results of Review**

CMS identified one (1) finding and five (5) observations for THPP. The net APTC financial impact of the one (1) finding is an overstatement of \$2,788,398.00 in APTC in the final EPDW submitted by the SBE and therefore a payment to CMS of \$2,788,398.00, consisting of APTC to be returned to CMS. The net premium impact of the five (5) observations is an overstatement of \$3,289,749.17 in premiums in the final EPDW submitted by the SBE. The finding and observations include the following:

### **Finding:**

1. Differences in APTC amounts identified in the comparison of the issuer's data included in the November 2017 EPDW submitted by the SBE to the updated amounts provided by the SBE. The SBE performs enrollment and billing on behalf of the issuers and submitted the EPDW on behalf of the issuers; therefore, CMS concluded that an adjustment will be made based on the comparison of the SBE provided updated amounts and the EPDW.

### **Observations:**

1. Differences in premium amounts identified in the comparison of the issuer's data included in the November 2017 EPDW submitted by the SBE to the updated amounts provided by the SBE. The SBE performs enrollment and billing on behalf of the issuers and submitted the EPDW on behalf of the issuers; therefore, CMS concluded that an adjustment will be made based on the comparison of the SBE provided updated amounts and the EPDW;
2. Inclusion of enrollment and premium data in the Payment Desk Audit File for two (2) subscribers with coverage that was not effectuated in the issuer's systems but that did not result in a correction to the APTC reported in the final EPDW as an adjustment will be made based on the comparison of the SBE provided updated amounts and the EPDW;
3. Provision of coverage and reporting of enrollment and payment data in the Payment Desk Audit File for fifty-four (54) unreconciled subscribers in error that did not result in a correction to the APTC reported in the final EPDW as an adjustment will be made based on the comparison of the SBE provided updated amounts and the EPDW;
4. Inclusion of full month enrollment and payment data for one (1) duplicate subscriber in the Payment Desk Audit File that did not result in a correction to the APTC reported in the final EPDW as an adjustment will be made based on the comparison of the SBE provided updated amounts and the EPDW; and
5. Inclusion of incorrect APTC amounts for two (2) of the forty-five (45) selected subscribers in the Payment Desk Audit File that did not result in a correction to the APTC reported in the final EPDW as an adjustment will be made based on the comparison of the SBE provided updated amounts and the EPDW.

Please refer to section IV for details on the finding and observations listed above, including the condition, cause, effect, corrective actions, and the issuer's responses.

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## **II. BACKGROUND, OBJECTIVES, SCOPE, AND METHODOLOGY**

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### **A. Background**

Sections 1401 and 1412 of the PPACA established the APTC program to support the provision of affordable health care coverage to individuals.

CMS has the responsibility to confirm successful implementation of, and adherence to, the PPACA provisions and implementing regulations governing the APTC program. As such, CMS established this audit program.

#### **Interim Payment Process**

In 2014, CMS implemented a temporary process (“interim payment process”) to calculate and make monthly payments of APTC and advance cost-sharing reduction (CSR) amounts. CMS used this interim payment process to calculate payments for all SBE issuers for the 2014-2017 benefit years. CMS transitioned most SBE issuers to policy-based payments (PBP) in 2018 and transitioned the last SBE to PBP in 2020.

For the 2016 benefit year, the interim payment process required SBE submitters, including the state of Massachusetts, to submit enrollment and payment data on behalf of its issuers on a monthly basis, including any adjustments to previous months’ requests, via manual submission of an EPDW, and to attest to the accuracy of the data. SBE submitters were required to calculate the QHP enrollment and payment amounts and to submit that information in the EPDW using their internal source data.

CMS calculated and made monthly payments based on the QHP data submitted in the EPDW. While using this interim process, CMS designed and implemented a robust set of internal controls within a larger program integrity framework to ensure payment accuracy. CMS required submitters to send the following QHP plan information at the variant level via the password-protected template:

1. State
2. Tax Identification Number (TIN)
3. Health Insurance Oversight System (HIOS) ID
4. QHP ID
5. Total premium amount for all enrollments
6. Total APTC amount
7. Total advance CSR amount
8. Total effectuated enrollment groups
9. Total effectuated enrollment groups with APTC
10. Total effectuated enrollment groups with advance CSR
11. Total effectuated members
12. Total effectuated members with APTC
13. Total effectuated members with advance CSR

CMS conducted a SBE payment close-out process for the 2016 benefit year in which CMS compared the EPDW data against the policy-level reporting (PLR) data submitted by the SBE. The PLR data was based on the monthly submissions that SBEs sent to the Internal Revenue Service (IRS) for reporting purposes and contained cumulative individual market enrollment APTC data. CMS requested that SBEs append an additional field for the QHP ID for each policy and separately submit the data to CMS for this purpose. CMS asked SBEs or SBE issuers to explain any outlier discrepancies between EPDW and PLR data and to re-submit the EPDW, if necessary, or to verify that payment data was accurate despite discrepancies with PLR data.

## **B. Regulations Governing APTC Program**

CMS established an audit protocol to assess health insurance issuers' compliance with the following regulations governing APTC program:

- [45 CFR § 155.1210](#): Maintenance of Records;
- [45 CFR § 156.460](#): Reduction of enrollee's share of premium to account for advance payments of the premium tax credit; and
- [45 CFR § 156.480](#): Oversight of the administration of the cost-sharing reductions and advance payments of the premium tax credit programs.

Please refer to Appendix 2 for the specific requirements established under the authorities listed above.

## **C. Objectives**

The objectives of this audit are to:

- (1) Evaluate the accuracy and integrity of SBE-generated EPDW data reported for premiums and the APTC program;
- (2) Identify potential CMS APTC payment errors resulting from issuer or SBE data reporting errors; and
- (3) Test accuracy and integrity of issuer processes for reducing an enrollee's share of premium to account for APTCs.

## **D. Scope and Methodology**

CMS selected THPP for an audit to assess the issuer's compliance with 45 CFR §§ 155.1210, 156.460 and 156.480. CMS evaluated THPP's activities related to the 2016 benefit year (January 1, 2016 through December 31, 2016) individual market data reported in the final EPDW submitted in November 2017 by the SBE to CMS to support APTC payments and premium amounts.

CMS sent THPP an electronic letter on December 19, 2019 to notify them of the scope of this audit. CMS's audit contractor sent a follow-up letter to THPP on December 20, 2019 that identified data requirements required to conduct the audit. CMS's audit contractor reviewed the audit data file submitted by THPP, as well as the final 2016 EPDW submitted by the SBE to CMS and the PLR data submitted by the SBE to CMS, and used CMS's audit procedures to assess compliance with APTC program rules and regulations.

CMS's audit contractor applied CMS's audit protocol to identify the findings and observations listed in section IV of this report. CMS's audit contractor performed the following procedures<sup>2</sup>:

- Validations of the Payment Desk Audit File data submitted to CMS:
  - EPDW Validations: Review and comparison of the SBE's final submitted 2016 EPDW to the Payment Desk Audit File from the issuer's systems.
  - Unreconciled Subscribers Review: Review and comparison of the subscribers reported in the Payment Desk Audit File to the subscribers included in the SBE's PLR data to determine if the subscribers existed and their coverage was effectuated in the issuer's system (i.e., the amount the subscriber is responsible to pay toward the first month's total premium amount has been paid in full by the subscriber).
  - Duplicate Exchange-assigned Subscriber IDs Check: Review of the Payment Desk Audit File containing subscriber level data from the issuer's systems to verify that duplicate Exchange-assigned subscriber IDs (i.e., Exchange-assigned subscriber IDs that were reported in the file twice in the same month with full month or incorrectly prorated payment data) were not reported in the file.
  - Proration Check: Review of the Payment Desk Audit File to verify that the subscribers' premium and APTC amounts reported in the file for partial months of enrollment were appropriately prorated, if applicable (i.e., if the issuer applied proration for the 2016 benefit year).
  - Premium Less than APTC Validation: Review of the Payment Desk Audit File to verify that the subscribers' premium amounts reported in the file were not less than the APTC amounts reported in the file.
  - Coverage Days Validation: Review of the Payment Desk Audit File to verify that enrollments of five (5) days or fewer reported in the file were effectuated and had active coverage in the issuer's systems.
- Validations on samples of issuer's systems data:
  - Forty-five (45) Subscribers Sample Review: Review and comparison of the coverage periods, premium and APTC amounts from the issuer's systems to the corresponding data included in the SBE's PLR data for a selected sample of forty-five (45) subscribers.
  - Fifteen (15) Subscribers Sample Review: Analysis and review of data and documentation from the issuer's systems to verify effectuation and the appropriate application of premium and APTC amounts to policies for a selected sample of fifteen (15) subscribers.
- Policy and Procedure Review: Review of issuer APTC policies and procedures for completeness and clarity.

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<sup>2</sup> The Payment Desk Audit File is CMS's standard document for issuers to provide information in support of this audit.

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### **III. RESULTS OF REVIEW**

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CMS assessed issuer compliance with regulations using the following procedures: EPDW Validations, Unreconciled Subscribers Review, Duplicate Exchange-assigned Subscriber IDs Check, Proration Check, Premium Less than APTC Validation, Coverage Days Validation, Forty-five (45) Subscribers Sample Review, Fifteen (15) Subscribers Sample Review, and Policy and Procedure Review.

To build collaborative relationships and identify process improvements that support program integrity goals, CMS conducted a discrepancy phase following the review of the initial audit data submission to work with the issuer to resolve or reduce audit findings, thereby improving compliance. Additional follow-up with the SBE was performed as necessary to confirm or resolve the identified audit findings. Below are the results of this review following the discrepancy phase.

#### **EPDW Validations**

One (1) finding and one (1) observation resulted from the comparison of the final 2016 EPDW submitted by the SBE to THPP's Payment Desk Audit File. Please refer to Finding No. 1 and Observation No. 1 included in section IV for details on the finding and observation.

#### **Unreconciled Subscribers Review**

No findings and two (2) observations resulted from the review of THPP's Payment Desk Audit File to determine if the subscribers reported in the file existed in the SBE's PLR data and their coverage was effectuated in the issuer's systems. Please refer to Observation No. 2 and Observation No. 3 included in section IV for details on the observations.

#### **Duplicate Exchange-assigned Subscriber IDs Check**

No findings and one (1) observation resulted from the review of THPP's Payment Desk Audit File to verify that duplicate Exchange-assigned subscriber IDs were not reported in the file. Please refer to Observation No. 4 included in section IV for details on the observation.

#### **Proration Check**

No findings or observations resulted from the review of THPP's Payment Desk Audit File to verify that correctly prorated payment data, if applicable, was reported in the file.

#### **Premium Less than APTC Validation**

No findings or observations resulted from the review of THPP's Payment Desk Audit File to verify that subscribers were not reported in the file with premium amounts that were less than the APTC amounts.

#### **Coverage Days Validation**

No findings or observations resulted from the review of THPP's Payment Desk Audit File to verify that enrollments of five (5) days or fewer reported in the file were effectuated and had active coverage in the issuer's systems.

#### **Forty-five (45) Subscribers Sample Review**



No findings and one (1) observation resulted from the review and comparison of the data from THPP's systems to the corresponding data included in the SBE's PLR data to determine accuracy of the reported enrollment months and the application of premium and APTC for a selected sample of forty-five (45) subscribers. Please refer to Observation No. 5 included in section IV for details on the observation.

#### **Fifteen (15) Subscribers Sample Review**

No findings or observations resulted from the review of the data and documentation from THPP's systems to verify effectuation and the appropriate application of premium and APTC amounts to policies for a selected sample of fifteen (15) subscribers.

#### **Policy and Procedure Review**

No findings or observations resulted from the review of THPP's APTC policies and procedures.

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#### IV. FINDINGS AND OBSERVATIONS

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A finding is an identification of an instance of issuer non-compliance with APTC program requirements that requires correction to payment. CMS's audit procedures identified one (1) finding, which resulted in a change to the APTC amounts reported in THPP's EPDW submitted by the SBE for individual market plans for the 2016 benefit year.

An observation is a deviation from CMS or Exchange requirements that we are calling to the attention of management for purposes of improving compliance in future program years but that does not require correction to payment. CMS's audit procedures identified five (5) observations, consisting of one (1) observation that resulted in a change to the premium amounts reported in THPP's EPDW submitted by the SBE for individual market plans for the 2016 benefit year and four (4) observations that did not result in a change to the premium amounts reported in THPP's EPDW but that are noted for purposes of improving compliance in future program years.

In light of the one (1) finding and five (5) observations, the adjusted 2016 benefit year EPDW APTC and premium amounts for individual market plans are shown in the following table.

##### **Recalculated EPDW for the 2016 Benefit Year**

	APTC	Premium (Observations)
EPDW as Filed by the SBE in November 2017	\$178,889,577.03	\$327,739,039.76
Finding No. 1 and Observation No. 1 - EPDW Validations Adjustment	\$(2,788,398.00)	\$(3,289,749.17)
Observation No. 2 – Unreconciled Subscribers Review (Cancelled Coverage) Adjustment	\$0.00	\$0.00
Observation No. 3 – Unreconciled Subscribers Review (Effectuation Error) Adjustment	\$0.00	\$0.00
Observation No 4 - Duplicate Exchange-assigned Subscriber IDs Check Adjustment	\$0.00	\$0.00

	APTC	Premium (Observations)
Observation No. 5 – Forty-five (45) Subscribers Sample Review Adjustment	\$0.00	\$0.00
EPDW As Recalculated	\$176,101,179.03	\$324,449,290.59
<b>Total Impact</b>	<b>\$(2,788,398.00)</b>	<b>\$(3,289,749.17)*</b>

**Note:** Positive APTC values indicate funds owed to the issuer.

The net financial impact of the one (1) finding is a payment of \$2,788,398.00, consisting of APTC to be returned to CMS.

\*Note: The premium impact of the five (5) observations is an overstatement of \$3,289,749.17 in premiums. The premium impact is noted for purposes of improving compliance in future program years.

For the one (1) finding and five (5) observations, CMS documented the criteria, cause, effect, corrective actions, and THPP's responses as seen in the charts below.

<b>Finding No. 1 and Observation No. 1 – EPDW Validations</b>	
<b>Condition:</b>	<p><b>APTC Differences (Finding)</b> – The net “Total APTC Amount by QHP ID for effectuated enrollments” included in THPP’s final 2016 benefit year EPDW submitted by the SBE was greater than the total APTC amount included in THPP’s Payment Desk Audit File, resulting in an overstatement of \$2,739,127.75 in APTC. The net “Total APTC Amount by QHP ID for effectuated enrollments” included in THPP’s final 2016 benefit year EPDW submitted by the SBE was greater than the total APTC amount included in the updated benefit year 2016 data from the SBE’s systems based on the PLR submissions, resulting in an overstatement of \$2,788,398.00 in APTC. The SBE performs enrollment and billing on behalf of the issuers and submitted the EPDW on behalf of the issuers; therefore, CMS concluded that an adjustment of \$2,788,398.00 will be made based on the comparison of the SBE provided updated amounts and the EPDW.</p> <p><b>Premium Differences (Observation)</b> – The net “Total Premium Amount by QHP ID for effectuated enrollments” included in THPP’s EPDW submitted by the SBE was greater than the total premium amount included in THPP’s Payment Desk Audit File, resulting in an overstatement of \$3,557,469.23 in premiums. The net “Total Premium Amount by QHP ID for effectuated enrollments” included in THPP’s final 2016 benefit year EPDW submitted by the SBE was greater than the total premium amount included in the updated benefit year 2016</p>

<b>Finding No. 1 and Observation No. 1 – EPDW Validations</b>	
	data from the SBE’s systems based on the PLR submissions, resulting in an overstatement of \$3,289,749.17 in premiums.
<b>Criteria:</b>	<p>Pursuant to CMS guidance and EPDW submission requirements:</p> <p>The “Total APTC amount by QHP ID for effectuated enrollments” submitted on the EPDW is the "total APTC toward the total premium amount for effectuated enrollments within a 16-digit QHP ID."</p> <p>The “Total premium amount by QHP ID for effectuated enrollments” submitted on the EPDW is the "total premium amount for the health coverage for all effectuated enrollments within that plan.”</p>
<b>Cause:</b>	<p>As a result of the comparison of the Payment Desk Audit File provided by THPP and the EPDW submitted by the SBE in November 2017, it was noted that the EPDW was overstated by \$2,739,127.75 in APTC and \$3,557,459.23 in premiums. Based on the additional audit procedures performed, additional adjustments were applied to THPP’s Payment Desk Audit File (Please refer to Observations No. 2 – 5 for additional details on the adjustments). Therefore, it was noted that the EPDW was overstated by \$2,739,127.75 in APTC and \$3,557,459.23 in premiums as a result of the comparison of the adjusted Payment Desk Audit File and the EPDW submitted by the SBE in November 2016.</p> <p>The issuer indicated, “The data reported in the Payment Desk Audit File was the information current in our system as of the date the report was run, which is based on expected enrollment and expected premium data submitted by the Connector to Tufts Health Plan via EDI 834 transaction. After a thorough search, including outreach to the Connector, Tufts Health Plan has determined that it does not have a final, subscriber detail workbook dated November 2017 that the Connector provided to CMS which appears to be the source of the data used in this worksheet. Our last record of a subscriber detail file from the Connector is as of March 2017. Because we do not have the November 2017 workbook, we are unable to perform independently a subscriber-level reconciliation between the data in our system and the November 2017 workbook amounts listed on the worksheet.”</p> <p>The issuer further indicated, “We are unable to explain variances without member detail.”</p> <p>During the audit, CMS coordinated with the SBE to obtain an explanation for the identified differences and/or a current snapshot of effectuated 2016 benefit year individual market enrollments from the SBE's systems. The SBE provided updated QHP level premium and APTC amounts that reflect a current snapshot of data that exists in their</p>

<b>Finding No. 1 and Observation No. 1 – EPDW Validations</b>	
	<p>systems based on their latest PLR submission. As a result of the comparison of the updated amounts provided by the SBE and the EPDW submitted by the SBE in November 2017, it was noted that the EPDW was overstated by \$2,788,398.00 in APTC and \$3,289,749.17 in premiums. (Note: The updated premium amounts provided by the SBE were based on PLR data and therefore may be understated as the data includes Essential Health Benefits (EHB) only premium amounts).</p> <p>The SBE performs enrollment and billing on behalf of the issuers and submitted the EPDW on behalf of the issuers; therefore, CMS concluded that an APTC payment adjustment of \$2,788,398.00 will be made based on the comparison of the SBE provided updated amounts and the EPDW. The remaining unreconciled APTC amount difference between the issuer's adjusted Payment Desk Audit File and SBE updated amounts of \$49,270.25 (the difference between \$2,739,127.75 based on issuer's data and \$2,788,398.00 based on SBE's updated data) is noted for informational purposes to improve compliance in future program years.</p>
<b>Effect:</b>	<p>The APTC and premium differences resulted in a change to THPP's final, restated 2016 benefit year EPDW data submitted by the SBE. Pursuant to CMS audit procedures for SBEs that submitted workbooks to CMS, in the event that the issuer's Payment Desk Audit File and audit response and the SBE's audit response do not fully reconcile and the SBE performs enrollment and billing on behalf of the issuer, CMS will adjust payment by pulling back the APTC overpayment that was derived based on the SBE provided updated amounts and note the remaining unreconciled difference between the issuer's data and SBE's data for purposes of improving compliance in future program years.</p>
<b>Corrective Action Required:</b>	<p>The net financial impact of this finding is a payment of \$2,788,398.00, consisting of APTC to be returned to CMS. THPP should confirm the financial impact by filling out Appendix 1. Additionally, CMS notes the remaining unreconciled APTC difference of \$49,270.25 between the SBE and issuer for purposes of improving compliance and issuer and SBE reconciliation in future program years.</p> <p>The premium impact of this observation is an overstatement of \$3,289,749.17 in premiums. CMS notes this observation for purposes of improving compliance in future program years.</p>
<b>Management Response:</b>	<p>THPP has no further response.</p>

<b>Observation No. 2 – Unreconciled Subscribers Review (Cancelled Coverage)</b>	
<b>Condition:</b>	THPP overstated the 2016 benefit year premium amounts for two (2) subscribers, and overstated the 2016 benefit year APTC amounts for one (1) of those subscribers, in the Payment Desk Audit File by reporting enrollment and payment data for subscribers with coverage that was cancelled.
<b>Criteria:</b>	<p>Per CMS guidance and EPDW submission requirements, the EPDW should include data for effectuated enrollments where an effectuated enrollment is described as “any enrollment in which the amount the enrollment group is responsible to pay toward the total premium amount has been paid in full by the enrollment group.”</p> <p>The SBE performs enrollment and billing on behalf of the issuers and, per the SBE’s policies and procedures, it was noted, “During the period 2014 – 2017 the below process was applicable to new enrollments and enrollment changes where member changed to a different issuer whether in Closed Enrollment as a result of an SEP or in Open Enrollment:</p> <ul style="list-style-type: none"> <li>• Upon plan selection by the enrollee, the Health Connector generates the initial bill and sends to the enrollee.</li> <li>• Payment from the enrollee, to the Health Connector, is required to effectuate enrollment.</li> <li>• Once payment in full is received, the Health Connector effectuates enrollment and transmits member enrollment information to the issuer.</li> </ul> <p>The issuer processes enrollment, and membership materials are mailed to member subsequent to enrollment processing. Enrollments where a payment in full is not received by the 23rd of the month prior to the selected enrollment effective date are canceled. Member can plan select again if still within SEP or Open Enrollment period.”</p>
<b>Cause:</b>	For the two (2) subscribers reported in the issuer’s Payment Desk Audit File but that did not exist in the SBE’s PLR data, the issuer indicated the enrollments should not be reported in the issuer’s file as the “Member is now cancelled.”
<b>Effect:</b>	The inclusion of the two (2) enrollments with cancelled coverage resulted in an overstatement of \$745.00 in APTC and \$1,790.38 in premiums in BMC’s Payment Desk Audit File.
<b>Corrective Action Required:</b>	CMS notes this observation for purposes of improving compliance and issuer and SBE reconciliation in future program years as CMS will adjust payment based on the SBE provided updated amounts noted in Finding No. 1 and Observation No. 1.

<b>Observation No. 2 – Unreconciled Subscribers Review (Cancelled Coverage)</b>	
<b>Management Response:</b>	THPP has no further response.

<b>Observation No. 3 – Unreconciled Subscribers Review (Effectuation Error)</b>	
<b>Condition:</b>	THPP did not receive a binder payment but effectuated the enrollment in error and provided coverage for fifty-four (54) subscribers reported in the Payment Desk Audit File.
<b>Criteria:</b>	<p>Per CMS guidance and EPDW submission requirements, the EPDW should include data for effectuated enrollments where an effectuated enrollment is described as “any enrollment in which the amount the enrollment group is responsible to pay toward the total premium amount has been paid in full by the enrollment group.”</p> <p>Pursuant to Massachusetts SBE guidance, “During the period 2014 – 2017 the below process was applicable to new enrollments and enrollment changes where member changed to a different issuer whether in Closed Enrollment as a result of an SEP or in Open Enrollment:</p> <ul style="list-style-type: none"> <li>• Upon plan selection by the enrollee, the Health Connector generates the initial bill and sends to the enrollee.</li> <li>• Payment from the enrollee, to the Health Connector, is required to effectuate enrollment.</li> <li>• Once payment in full is received, the Health Connector effectuates enrollment and transmits member enrollment information to the issuer.</li> </ul> <p>The issuer processes enrollment, membership materials are mailed to member subsequent to enrollment processing. Enrollments where a payment in full is not received by the 23rd of the month prior to the selected enrollment effective date are canceled. Member can plan select again if still within SEP or Open Enrollment period.”</p>
<b>Cause:</b>	<p>For the fifty-four (54) subscribers, the issuer indicated that the enrollment was effectuated and coverage was provided in their systems. Additionally, the issuer provided a date of effectuation for each of the subscribers. The SBE indicated “Not enrolled” for each of the fifty-four (54) subscribers.</p> <p>CMS coordinated with the issuer to request proof of binder payment/coverage for the subscribers, and the issuer provided the</p>

<b>Observation No. 3 – Unreconciled Subscribers Review (Effectuation Error)</b>	
	<p>following payment status based on 820 premium payment files sent to the issuer by Massachusetts Health Connector:</p> <ul style="list-style-type: none"> <li>• “No payment received.” (Fourteen (14) subscribers)</li> <li>• “No payment with 2016 dates.” (Six (6) subscribers)</li> <li>• “All payments retracted.” (Thirty-four (34) subscribers)</li> </ul>
<b>Effect:</b>	The issuer did not follow SBE enrollment guidance and requirements as the issuer effectuated enrollment when the first month’s binder payment was not received.
<b>Corrective Action Required:</b>	CMS notes this observation for purposes of improving compliance and issuer and SBE reconciliation in future program years as CMS will adjust payment based on the SBE provided updated amounts noted in Finding No. 1 and Observation No. 1.
<b>Management Response:</b>	THPP has no further response.

<b>Observation No. 4 - Duplicate Exchange-assigned Subscriber IDs Check</b>	
<b>Condition:</b>	THPP overstated the 2016 benefit year premium amounts and APTC amounts for one (1) subscriber in the Payment Desk Audit File by reporting enrollment and full month payment data for the subscriber more than once in the same month.
<b>Criteria:</b>	Issuers cannot request full month payment from CMS for the same subscriber twice within a month.
<b>Cause:</b>	The issuer indicated, “As a result of the logic used to compile the Payment Desk Audit File, this subscriber was erroneously captured twice. The subscriber is not enrolled in our systems twice, so the error was strictly limited to the file submitted for the audit. Please use the first line for each month that the subscriber has been reported and disregard the second instance.”
<b>Effect:</b>	The inclusion of the one (1) duplicate subscriber resulted in an overstatement of \$1,422.00 in APTC and \$2,883.12 in premiums in THPP’s Payment Desk Audit File.
<b>Corrective Action Required:</b>	CMS notes this observation for purposes of improving compliance and issuer and SBE reconciliation in future program years as CMS



<b>Observation No. 4 - Duplicate Exchange-assigned Subscriber IDs Check</b>	
	will adjust payment based on the SBE provided updated amounts noted in Finding No. 1 and Observation No. 1.
<b>Management Response:</b>	THPP has no further response.

<b>Observation No. 5 – Forty-five (45) Subscribers Sample Review</b>	
<b>Condition:</b>	THPP reported incorrect 2016 benefit year APTC amounts for two (2) of the forty-five (45) selected subscribers in the Payment Desk Audit File.
<b>Criteria:</b>	<p>Pursuant to 45 CFR § 156.460, a QHP issuer that receives notice from the Exchange that an individual enrolled in the issuer's QHP is eligible for an advance payment of the premium tax credit must reduce the portion of the premium charged to or for the individual for the applicable months by the amount of the advance payment of the premium tax credit and notify the Exchange of the reduction in the portion of the premium charged to the individual.</p> <p>Pursuant to CMS guidance, the APTC amount reported in the EPDW and Payment Desk Audit File is the APTC amount toward the total premium amount for effectuated enrollments.</p>
<b>Cause:</b>	<p>The issuer indicated the following explanations for the two (2) subscribers:</p> <ul style="list-style-type: none"> <li>For the subscriber with an APTC amount of \$81.00 in the Payment Desk Audit File and an APTC amount of \$217.00 in the SBE's PLR data for July through December, the issuer indicated, "The correct APTC amount for the identified months in blue is \$217.00. The discrepancy in the reporting appears to be a result of a THPP manual processing error."</li> <li>For the subscriber with an APTC amount of \$127.00 in the Payment Desk Audit File and an APTC amount of \$0.00 in the SBE's PLR data for October through December, the issuer indicated, "APTC was removed by the Connector in September 2016 for months of October 2016 through December 2016. This is a situation where the file loading process failed to end date the APTC premium component appropriately in our system. The amount for these months should be \$0.00."</li> </ul>

<b>Observation No. 5 – Forty-five (45) Subscribers Sample Review</b>	
<b>Effect:</b>	The inclusion of the incorrect APTC amounts for the two (2) subscribers resulted in an understatement of \$435.00 in APTC in THPP's Payment Desk Audit File.
<b>Corrective Action Required:</b>	CMS notes this observation for purposes of improving compliance and issuer and SBE reconciliation in future program years as CMS will adjust payment based on the SBE provided updated amounts noted in Finding No. 1 and Observation No. 1.
<b>Management Response:</b>	THPP has no further response.

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## **V. MANAGEMENT RESPONSES**

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Please provide management's response to the one (1) finding and five (5) observations identified in the draft audit report and complete the attached Appendix 1 - Issuer Management Response to Net Financial Adjustment (Appendix 1), within thirty (30) calendar days from the draft audit report date. Management's response should indicate agreement or disagreement.

### **Agreement**

If management agrees with the one (1) finding and five (5) observations, complete the "Management Response" field of the finding and observations in the draft audit report, and initial "Agree" and sign the attached Appendix 1. Return the draft audit report including Appendix 1 within thirty (30) calendar days from the draft audit report date. Upon receipt of the signed Appendix 1, CMS will finalize and publish the report on the CCIIO webpage. CMS will process the final payment adjustment amount in the next available monthly payment cycle.

### **Disagreement**

If management disagrees with the one (1) finding and corrective action and five (5) observations, complete the "Management Response" field of the finding and observations in the draft audit report, and initial "Disagree" and sign the attached Appendix 1. Return the draft audit report including Appendix 1 and any supporting documentation that substantiates management's response within thirty (30) calendar days from the draft audit report date. This will be the final opportunity to provide information or supporting documentation to correct any inaccuracies in the report before it is finalized.

CMS will review the written explanations in the "Management Response" field of the finding and observations and any supporting documentation to determine if the report can be amended in a mutually acceptable manner. If you and CMS are unable to come to a mutually acceptable result, your response to this report will be included in the final published audit report.

Please return the updated Appendix 1 within fifteen (15) calendar days. Upon receipt of the signed Appendix 1, CMS will finalize and publish the report on the CCIIO webpage. CMS will process the final payment adjustment amount in the next available monthly payment cycle.

## Appendix 1 – Issuer Management Response to Net Financial Adjustment

Issuer HIOS ID: 59763

Issuer Name: Tufts Health Public Plans, Inc. (THPP)

The undersigned Chief Executive Officer (CEO), Chief Financial Officer (CFO) or other individual who can legally and financially bind this issuer has reviewed the information included in the audit report of the issuer's 2016 benefit year APTC program participation, resulting in a payment of \$2,788,398.00 to be returned to CMS and:

(INITIAL) MP Agrees with the audit net adjustment amount above, confirming the audit finding(s) and observation(s), if applicable, and as such this report will be considered final and published.

**OR**

(INITIAL) \_\_\_\_\_ Disagrees and requests a review of additional information that may impact the audit net adjustment amount resulting from the 2016 benefit year audit. If review is requested, CMS will consider this draft only a preliminary audit report. If the review option is selected, you must provide a written explanation with any additional documentation when you return this response within thirty (30) calendar days of the date of this draft audit report. CMS will review the written explanation and any supporting documentation to determine if the report can be amended in a mutually acceptable manner. If you and CMS are unable to come to a mutually acceptable result, your response to this report will be included in the final published audit report.

Signed: Mark Porter  
(Signature of authorized person acting on behalf of the issuer)

Printed Name: Mark Porter  
(Print name of signature)

Title: SVP Finance and Chief Accounting Officer  
(Title of authorized person acting on behalf of the Issuer)

Telephone Number: 781-612-5536  
(Direct Telephone Number)

Date: September 14, 2022

## Appendix 2 – Applicable Regulations

The following table identifies the specific regulatory requirements around which CMS has organized its audits.

Regulation	Rules
<b>45 CFR § 155.1210 – Maintenance of Records</b>	<p><b>(a) General.</b> The State Exchange must maintain and must ensure its contractors, subcontractors, and agents maintain for 10 years, documents and records (whether paper, electronic, or other media) and other evidence of accounting procedures and practices, which are sufficient to do the following:</p> <ul style="list-style-type: none"><li>(1) Accommodate periodic auditing of the State Exchange's financial records; and</li><li>(2) Enable HHS or its designee(s) to inspect facilities, or otherwise evaluate the State- Exchange's compliance with Federal standards.</li></ul> <p><b>(b) Records.</b> The State Exchange and its contractors, subcontractors, and agents must ensure that the records specified in paragraph (a) of this section include, at a minimum, the following:</p> <ul style="list-style-type: none"><li>(1) Information concerning management and operation of the State Exchange's financial and other record keeping systems;</li><li>(2) Financial statements, including cash flow statements, and accounts receivable and matters pertaining to the costs of operations;</li><li>(3) Any financial reports filed with other Federal programs or State authorities;</li><li>(4) Data and records relating to the State Exchange's eligibility verifications and determinations, enrollment transactions, appeals, and plan variation certifications; and</li><li>(5) Qualified health plan contracting (including benefit review) data and consumer outreach and Navigator grant oversight information.</li></ul> <p><b>(c) Availability.</b> A State Exchange must make all records and must ensure its contractors, subcontractors, and agents must make all records in paragraph (a) of this section available to HHS, the OIG, the Comptroller General, or their designees, upon request.</p>

Regulation	Rules
<b>45 CFR § 156.460 - Reduction of enrollee's share of premium to account for advance payments of the premium tax credit</b>	<p><b>(a) Reduction of enrollee's share of premium to account for advance payments of the premium tax credit.</b> A QHP issuer that receives notice from the Exchange that an individual enrolled in the issuer's QHP is eligible for an advance payment of the premium tax credit must—</p> <p>(1) Reduce the portion of the premium charged to or for the individual for the applicable month(s) by the amount of the advance payment of the premium tax credit;</p> <p>(2) Notify the Exchange of the reduction in the portion of the premium charged to the individual in accordance with § 156.265(g); and</p> <p>(3) Include with each billing statement, as applicable, to or for the individual the amount of the advance payment of the premium tax credit for the applicable month(s), and the remaining premium owed.</p>
<b>45 CFR § 156.480 - Oversight of the administration of the cost-sharing reductions and advance payments of the premium tax credit programs.</b>	<p><b>(a) Maintenance of records.</b> An issuer that offers a QHP in the individual market through a State Exchange must adhere to, and ensure that any relevant delegated entities and downstream entities adhere to, the standards set forth in § 156.705 concerning maintenance of documents and records, whether paper, electronic, or in other media, by issuers offering QHPs in a Federally-facilitated Exchange, in connection with cost-sharing reductions and advance payments of the premium tax credit.</p> <p><b>(b) Annual reporting requirements.</b> For each benefit year, an issuer that offers a QHP in the individual market through an Exchange must report to HHS, in the manner and timeframe required by HHS, summary statistics specified by HHS with respect to administration of cost-sharing reduction and advance payments of the premium tax credit programs, including any failure to adhere to the standards set forth under § 156.410(a) through (d), § 156.425(a) through (b), and § 156.460(a) through (c) of this Part.</p> <p><b>(c) Audits.</b> HHS or its designee may audit an issuer that offers a QHP in the individual market through an Exchange to assess compliance with the requirements of this subpart.</p>

Regulation	Rules
<p><b>45 CFR § 156.705 – Maintenance of records for Federally-facilitated Exchanges</b></p>	<p><b>(a) <i>General standard.</i></b> Issuers offering QHPs in a Federally-facilitated Exchange must maintain all documents and records (whether paper, electronic, or other media) and other evidence of accounting procedures and practices, necessary for HHS to do the following:</p> <p><b>(1)</b> Periodically audit financial records related to QHP issuers' participation in a Federally-facilitated Exchange, and evaluate the ability of QHP issuers to bear the risk of potential financial losses; and</p> <p><b>(2)</b> Conduct compliance reviews or otherwise monitor QHP issuers' compliance with all Exchange standards applicable to issuers offering QHPs in a federally-facilitated Exchange as listed in this part.</p> <p><b>(b) <i>Records.</i></b> The records described in paragraph (a) of this section include the sources listed in § 155.1210(b)(2), (3), and (5) of this subchapter.</p> <p><b>(c) <i>Record retention timeframe.</i></b> Issuers offering QHPs in a Federally-facilitated Exchange must maintain all records referenced in paragraph (a) of this section for 10 years.</p> <p><b>(d) <i>Record availability.</i></b> Issuers offering QHPs in a Federally-facilitated Exchange must make all records in paragraph (a) of this section available to HHS, the OIG, the Comptroller General, or their designees, upon request.</p>

### Appendix 3 – Glossary of Terms and Acronyms

<b>Terms &amp; Acronyms</b>	<b>Definition</b>
<b>APTC</b>	Advance Payments of the Premium Tax Credit
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>CFR</b>	Code of Federal Regulations
<b>CMS</b>	Centers for Medicare & Medicaid Services
<b>CSR</b>	Cost-sharing Reduction
<b>DHHS</b>	Department of Health and Human Services
<b>EPDW</b>	Enrollment and Payment Data Workbook
<b>GAGAS</b>	Generally Accepted Government Auditing Standards
<b>HIOS</b>	Health Insurance Oversight System
<b>IRS</b>	Internal Revenue Service
<b>PPACA</b>	Patient Protection and Affordable Care Act
<b>PLR</b>	Policy-level Reporting
<b>QHP</b>	Qualified Health Plan
<b>SBE</b>	State-based Exchange
<b>TIN</b>	Tax Identification Number