DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-15
Baltimore, Maryland 21244-1850

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

DATE: October 17, 2011

TO: Issuers of Health Insurance

FROM: Doug Pennington
               Director, CCIIO Web Services Division

SUBJECT: RBIS Submission Issue and Solution

Through our testing and your emails to the Help Desk, we have identified an issue with RBIS that we must address prior to resuming RBIS submission processing. We appreciate your patience as we implement a solution.

RBIS Issue

We have found that while data is being uploaded correctly into the system, it is not being processed correctly for storage in the database. This is resulting in missing or incorrectly displayed data on the Issuer Validation screen and downloadable '.csv' file. We have also found that if lower-case letters are entered into Yes/No fields (for example, 'y' is entered instead of 'Y'), the fields are being stored in the Database as nulls, causing the data to not display correctly.

Solution

The automated data processing and email notification processes have been suspended while a fix for the above mentioned issues is put in place. Issuers may still submit data, but the data will remain queued until resumption of processing. We are currently implementing the solution, and after completion and the necessary testing, we anticipate that we will resume processing on Thursday, October 20. Recognizing that the initial end date for the submission window was Friday, October 21, we have extended the submission period until 11:59 PM on Friday, October 28. This will allow adequate time for validation and attestation.

Files that are uploaded while processing is suspended will be automatically processed once the RBIS submission resumes. At this time, if you have previously submitted, please do not resubmit your data. We will provide further guidance if necessary.