

**Submission Guidelines**  
**QDP Certification Application for Plan Year 2021**  
**Individual and Covered California for Small Business Marketplaces**

**Below are guidelines for completion and submission of the SERFF templates and supporting documentation for the 2021 Plan Year.**

**General submission guidelines:**

- For all SERFF templates submitted to Covered California, please provide data for **on-exchange** products only. **Do not submit off-exchange data.**
- Ensure templates are submitted to the correct SERFF instance. The SERFF instance for Covered California is labeled “CaliforniaCC”.
- All SERFF Templates should be submitted in **.xls (Excel) and .xml** formats. This includes the Plan ID Crosswalk that is submitted to the Supporting Documentation tab of Applicant's SERFF binder.
- All binders will be closed on **May 1, 2020 at 5pm PDT**. We encourage Applicants to ensure the documents submitted are accurate and complete, as no submissions will be allowed after the binders have closed. For currently contracted Applicants, multiple rounds of template validation may be subject to performance penalties.

**What to Submit in SERFF & Due Dates**

	<b>Individual</b>	<b>CCSB</b>
Rates Table Template	5/1/2020	5/1/2020
Rates Table Crosswalk	5/1/2020	5/1/2020
Service Area Template	5/1/2020	5/1/2020
Plans & Benefits Template	5/1/2020	5/1/2020
Network ID Template	5/1/2020	5/1/2020
Plan ID Crosswalk Template	5/1/2020	5/1/2020
EOC or Policy/Schedule of Benefits*	8/21/2020	9/11/2020

\*Final and regulator-approved.

**SERFF Templates**

**The 2021 templates and supporting documentation are available from the following website:**

<https://www.qhpcertification.cms.gov/s/QHP>

**Rates Table Template**

Download the 2021 Rates Table Template from the cms.gov website above. Complete and include this Rates Table Template with your submission. Please ensure data submitted in the Rates Table Template are consistent with data submitted in the Rates Table Crosswalk and Plans & Benefits Template (e.g. Plan IDs.)

**Submission Guidelines**  
**QDP Certification Application for Plan Year 2021**  
**Individual and Covered California for Small Business Marketplaces**

**Do not include off-exchange products.**

Children's Dental Rates Table Template instructions:

In the Age column, enter the one child rate for ages 0-14, 15, 16, 17, 18. The same rate **must** be charged for children age 0-18.

Family Dental Rates Table Template instructions:

In the Age column, enter the one child rate for ages 0-14, 15, 16, 17, 18. The same rate **must** be charged for children age 0-18. Enter the rate for one adult in the cell for each age from 19 years through 64 years. The same rate **must** be charged for 19-64.

When completing the SERFF Rates Table Templates for Children's Dental Plans, Family Dental Plans rate submission, do not select the Family Option in the Age column.

**Plans & Benefits Template**

Download the 2021 Plans & Benefits Template from the cms.gov website above. Complete and include this Plans & Benefits Template with your submission.

Applicants must follow the 2021 Dental Benefit Plan Designs. Covered California prepares standard instructions to complete the Plans and Benefits Template in accordance with the Dental Benefit Plan Designs. Deviations from the Dental Benefit Plan Designs will not be accepted. Applicants will need to complete new templates if discrepancies are identified during validation.

An Applicant training to complete the Plans and Benefits Template will be provided. Standard naming conventions are also provided.

***See [Covered CA Plan Year 2021 SERFF Template Training](#), [Covered California Plan Year 2021 Individual Health and Dental Plan Naming Conventions Memo](#), and [Covered California Plan Year 2021 CCSB Health and Dental Plan Naming Conventions Memo](#)***

After completion of the template, Applicants must use the templates validate function, and correct any identified errors. Once the Plans and Benefits Template is free of errors, a screenshot of successful validation must be provided to the Exchange in SERFF in the Correspondence Tab. Only templates that have successfully validated may be uploaded.

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**Submission Guidelines**  
**QDP Certification Application for Plan Year 2021**  
**Individual and Covered California for Small Business Marketplaces**

**Network ID Template**

Download the 2021 Network ID Template from the cms.gov website. Complete and include this Network ID Template with your submission.

Applicants should review the document, “Covered California Provider Data Submission Guide V1.9” at the link: <https://hbex.coveredca.com/stakeholders/plan-management/library/Covered-California-Provider-Data-Submission-Guide-V1.9.pdf>, for specific instructions on how to create network IDs.

Applicants should use the same network ID for the same product and associated network every year. For example, if an Applicant offers a PPO product in the current plan year with network ID CAN001, the PPO product in the upcoming plan year should also have the network ID CAN001.

If an Applicant offers the same product with the same network in both the Individual and CCSB markets, the network ID for this product should be the same in both markets.

In the Network URL field, Applicants must provide a direct link to their provider directory for the respective network. The link cannot be to the Applicant’s website home page or other general website page.

**Service Area Template**

Download the 2021 Service Area Template from the cms.gov website above. Complete and include this Service Area Template with your submission. Please ensure your Service Area Template only includes ZIP codes listed in the 2021 California ZIP Codes List.

**Do not include off-exchange products.**

**2021 California ZIP Codes**

2021 California ZIP Code Reference List contains a listing of all zip codes by county and pricing region for 2021.<sup>1</sup> All ZIP codes listed in the Service Area Template must match the ZIP codes on this list.

Note there were no ZIP code changes identified for 2021.

**SERFF File Naming Convention**

All File names will include the date the file was loaded in SERFF, in the following format: YYYY-MM-DD. All binder names must follow the following naming convention:

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<sup>1</sup> The California ZIP Codes file is based on the following data source:  
United States Postal Service ZIP+4 Product --  
[https://ribbs.usps.gov/addressing/documents/tech\\_guides/orderforms/AIS002.PDF](https://ribbs.usps.gov/addressing/documents/tech_guides/orderforms/AIS002.PDF)

**Submission Guidelines**  
**QDP Certification Application for Plan Year 2021**  
**Individual and Covered California for Small Business Marketplaces**

HIOS # YYYY-MM-DD On-Exchange – Type

Binder Example:

98765 2019-05-01 On-Exchange – Dental

All Template names must include the date the template was loaded and the name of the template.

Template Examples:

Network ID: 2019-05-01 Network

Plan & Benefits: 2019-05-01 Benefits

Service Area: 2019-05-01 Service Area

Rates: 2019-05-01 Rates Table

### **Amendment Descriptions**

All Applicant binder amendments should begin with the appropriate description of the amendment. The first words should indicate the reason for the binder.

Examples of Appropriate Amendment Description:

Updated SBCs and EOCs per DMHC final review

Updated Rate Table per Covered California direction

It is not necessary to add additional words such as “Amending binder with ...” or “The Plan submits ....” The correspondence tab has limited space to show the comments for a listing of amendment letters. The reason should be clear within the first 45 to 50 letters. **It is a mandatory requirement for any updated template submission to be specifically mentioned in the amendment.**

### **Objection Letter**

Applicants may receive an Objection Letter in their SERFF binder if the Plans and Benefits Template contains errors that must be corrected. A discrepancy report outlining the errors will be attached to the Objection Letter. Applicants must respond to the Objection Letter with a corrected Plans and Benefits Template, an updated DIT workbook, and the following language:

Corrected P&B Template per discrepancy report dated YYYY-MM-DD

Updated DIT workbook with revised P&B template dated YYYY-MM-DD

### **Supporting Documentation**

The following items are to be submitted to the Supporting Documentation tab in SERFF.

### **QDP Rates Table Crosswalk**

The QDP Rates Table Crosswalk will associate the Plan ID from the Rates Table Template to a Plan Name, Plan Design and Plan Type.

QDP Rates Table Crosswalks are provided in this Submission Guidelines package.

**Submission Guidelines**  
**QDP Certification Application for Plan Year 2021**  
**Individual and Covered California for Small Business Marketplaces**

Complete and include the applicable QDP Rates Table Crosswalk(s) with your submission.

The name of the files should follow the following convention:

HIOS# YYYY-MM-DD QDP Rates Crosswalk

HIOS# YYYY-MM-DD QDP CCSB Rates Crosswalk

**Do not include off-exchange products.**

**Plan ID Crosswalk Template**

**NOTE: Applies only to Applicants whose QDPs were certified in 2020.**

Download the 2021 Plan ID Crosswalk Template from the cms.gov website above.

All applicants **must** complete the Plan ID Crosswalk, regardless of whether the Plan ID has changed. Ensure all counties offered in 2020 are cross-walked to valid 2021 plans and all reasons selected are consistent with the 2021 plan offerings. For example, an applicant will provide all 2020 offerings cross-walked to a 2021 Plan ID (new or same) and if discontinuing a product, the correct reason is selected on the template.

Note: Plan IDs do not have to change from year to year.

**Data Integrity Tool (DIT)** The Data Integrity Tool is a review tool that is offered by CMS to cross validate between the Network, Rates, Service Area and Plans and Benefits templates. Applicants can use this tool after entering all plan data within each individual template and using the internal validation add-in. The DIT will then be used as a final validation for all required templates and will need to be uploaded to the Supporting Documents tab in the applicants SERFF binder. Include the full DIT workbook with validation results for all templates stated above.

**2021 Plan Naming Conventions Memo**

Applicants must adhere to the Covered California's Plan Naming Conventions on all SERFF template submissions, marketing materials and enrollee materials.

*See **Covered California Plan Year 2021 Individual Health and Dental Plan Naming Conventions Memo** and **Covered California Plan Year 2021 CCSB Health and Dental Plan Naming Conventions Memo***

**Evidence of Coverage (EOC) or Policy and Schedule of Benefits**

Applicants must provide final, regulator-approved and marketing-ready EOC or Policy and Schedule of Benefits (SBC) for **each** plan. Documents will be loaded into the pre-production environment for review before Renewal and Open Enrollment begins.

**Submission Guidelines**  
**QDP Certification Application for Plan Year 2021**  
**Individual and Covered California for Small Business Marketplaces**

Applicants will take all necessary steps and work with their regulator to meet all necessary deadlines for applicable system loading. **Documents must be submitted in a single ZIP file.** The SBC must be combined with the EOC or Policy into one document per plan, submitted as a pdf, with the following file naming convention: **16-Digit HIOS ID\_Plan Year.**

Do not submit documents for plans that will not be made available for enrollment in 2021.