

500.300588 Error Update



August 17, 2015

500.300588 Error Update

- The 500.300588 error is a general validation error that blocks enrollment
 - In many cases, consumers were attempting to update their application (e.g., income update) but were unable to continue to enrollment
 - **The number of errors greatly decreased after two root causes were fixed on May 27, 2015, and July 10, 2015**
 - Federally-facilitated Marketplaces (FFMs) continue to investigate this error
- Since this error prevents enrollees from continuing to enrollment, FFMs do not generate 834 transactions with the consumer's updated information
- In these cases, the consumer must contact the FFM Call Center, which will open a Health Insurance Casework System (HICS) case to the issuer with the updated information
 - The HICS case will note that the consumer experienced the 500.300588 error and will instruct the issuer to update the issuer's system; it will also note whether the consumer is entitled to a retroactive effective date based on the date that the consumer attempted to update his or her application and enroll

500.300588 Error Update, contd.

- **Issuers that receive these HICS cases should make the requested changes in its system**
 - Report the correct information in reconciliation
 - If an update includes adding individual(s) to an enrollment group, issuers should submit as Enrollment Resolution & Reconciliation (ER&R) dispute
 - **Link for NEW Form:** <https://zone.cms.gov/document/2015-enrollment-data-reconciliation>
 - REMINDER: Please do not submit any personally identifiable information (PII) on your dispute form