

HPMS E-Mail

Date: September 29, 2021

Subject: OEC Download Issue Resolved

Some plans have reported problems when attempting to download enrollments from the OEC Management module. A time zone issue was introduced into the module by a code release performed on Friday evening, September 24, 2021. In these cases, plans may be receiving the prior day's enrollment requests in the OEC download file for a selected date.

CMS has fixed this issue in the OEC Management module. To retrieve the impacted enrollment requests, plans must download all new enrollments using the (a) New Enrollments card on the OEC dashboard, or (b) OEC Enrollment File page for enrollment dates of September 24, 2021 to the present.

We sincerely apologize for this issue. Please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov for technical assistance.