



# Silver State Health Insurance Exchange

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## AGENDA ITEM

For Possible Action

Information Only

**Date:** July 14, 2016  
**Item Number:** V  
**Title:** Executive Director’s Report

### PURPOSE

The purpose of this report is to provide information to the Board and public regarding the status of the Exchange’s implementation of a state based health insurance exchange and other operational matters of the Exchange.

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### GENERAL COMMENTS

Even the summer is a busy season for our staff. We remain busy developing a number of initiatives to expand our outreach efforts, increase off-cycle consumer education, and develop a template for future sustainability.

The expansion of our outreach efforts has become a central focus of our summer. As you will hear, we have partnered with the UNLV School of Medicine, Nevada’s Department of Public and Behavioral Health, and the University of Nevada at Reno Community Health Sciences program to integrate Certified Application Counselor training into their curricula. This initiative will allow the Exchange to expand its interaction with those communities most in need of our assistance. These partnerships will be a critical resource for outreach and education to raise awareness about the Exchange across the state, explaining the process to apply for and enroll in coverage through the Exchange to underserved and at-risk Nevadans and helping them understand the availability of premium tax credits and cost sharing reductions.

We have been working to develop new guidelines for producers wishing to be certified to sell plans through Nevada Health Link in an effort to both make a partnership with the Exchange more meaningful and to better protect Nevada consumers. The revised guidelines are intended to

help the Exchange assure that consumers are protected from activities that could mislead or confuse consumers or potential consumers or misrepresent the Exchange, its carrier partners, or their products or plans. We are currently reviewing producer comments and input, and expect to have the new guidelines available for adoption and in place for November's Open Enrollment.

Staff continues to collect information on commercially available, proven, less expensive alternatives to the federal technology platform and call center. Heather and I will be traveling to Washington later this month and meeting with CMS to update the agency on our efforts to identify and implement an integrated technology platform and call center for Plan Year 2018. That is an important discussion, as CMS approval of our proposed path forward is an integral part of any transition and will impact the Exchange's long term sustainability.

In short, these are busy times but we make substantial progress on all fronts. The next several months will be particularly important in defining the Exchange's future, but I have no doubt that our efforts to move the Exchange forward - educating our citizens, creating a viable and long-term sustainability plan, and protecting our consumers - will ultimately assure the Exchange's ability to continue to provide access to quality, affordable health plans to all Nevadans.