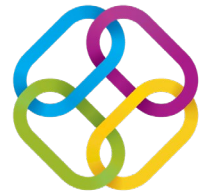


# Silver State Health Insurance Exchange

Monthly Meeting of Nevada's  
On-Exchange Insurance Carriers

June 9, 2019



nevada  
**health link**

# Introductions - SSHIX

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# Agenda

- Progress Since Last Meeting
- Update on EDI Testing
- Testing/Verification of Consumer Data Migration
- Availability of Production SBE Platform
- Upcoming Agenda Topics
- Q&A

# Progress Since Last Meeting

- SSHIX successfully completed its Independent Security Assessment, and the results of the assessment will be transmitted to CMS this week as part of SSHIX's Authority to Connect (ATC) submission package.
- Carriers have completed initial plan filings to SERFF, and SSHIX/DOI have begun their initial binder review process.
- SSHIX and GetInsured, in coordination with CMS and its contractors, successfully completed testing of the Consumer Data Migration process.

# Update on EDI Testing

- June 28<sup>th</sup> is the last day of the current EDI Test Window.
- Carriers participating in the current window who have not completed at least 50% of the EDI test scenarios will receive an email this week from Heather Korbolic, SSHIX Executive Director, to discuss contingency plans.
- Carriers can email Eric Watt ([w.eric.watt@exchange.nv.gov](mailto:w.eric.watt@exchange.nv.gov)) to request assistance with EDI testing or to schedule a one-on-one phone meeting.
- GetInsured has identified a constraint in the test system which may impact carriers' abilities to complete EDI Test Scenario #16 (Renewals). SSHIX and GetInsured are working on a solution and will keep participating carriers updated via direct correspondence.

# Testing/Verification of Consumer Data Migration - Background

- SSHIX, in collaboration with GetInsured, CMS, and Accenture, developed a proposed process for the extraction, transfer, and import of ACA consumer data from healthcare.gov to the forthcoming Nevada Health Link SBE Platform (the System).
- This process leveraged an existing data format utilized by CMS' Enhanced Direct Enrollment web services, which separated SSAP Application data from Enrollment data into distinct payloads, and which encoded these payloads in JSON format.
- Test payloads for both Application and Enrollment data were provided by Accenture in April, 2019, via Secure FTP.

# Testing/Verification of Consumer Data Migration - Goals

**The primary goals of the testing effort were:**

1. To ensure the integrity of the data payloads, e.g. that the data encoded in a valid format with all required fields; and
2. To ensure the accuracy and completeness of the data payloads, e.g. that all valid Enrollment records could be associated with their respective Application records.

In addition, SSHIX conducted an independent verification of the process implemented by GetInsured to ensure that no records or associations were lost/compromised during data conversion and import.

# Testing/Verification of Consumer Data Migration - Methodology

GetInsured's import process included a scripted conversion from the source JSON format to the ACA Account Transfer format, in order to leverage the existing service for ingesting and storing inbound Account Transfers.

After the payloads were ingested GetInsured extracted a report detailing the following data fields for each consumer:

1. **Person Tracking Number**, which is the unique personal Identifier used by ACA Exchanges (source = Application data)
2. **First Name** and **Last Name** (source = Application data)
3. **Health Carrier HIOS ID, Health Plan ID, and Health Policy ID** (source = Enrollment data)
4. **Dental Carrier HIOS ID, Dental Plan ID, and Dental Plan ID**, if applicable (source = Enrollment data)
5. **Application ID** (source = Application data)



# Testing/Verification of Consumer Data Migration – Report Format

	A	B	C	D	E	F	G	H	I	J	K	L
1	Person Tracking Number	First Name	Last Name	Health Carrier	Health Plan Id	Health Policy Id	Dental Carrier Id	Dental Plan Id	Dental Policy Id	Application Id	Enrollment Present	Application Present
2	1344854106075052048	FirstPerson	nfott	45142	45142NV0010011	234092	33670	33670NV0980003	680182	51395	Y	Y
3	1407063945230971905	Elsi	Bar	95865	95865NV0030018	396687				682011	Y	Y
4	1435241642872677462	Spouse	O'Grady--Rodgers	45142	45142NV0010001	702295				236107	Y	Y
5	1435241642872677477	gkczynabiive	bfiai	45142	45142NV0010004	354786				69985	Y	Y
6	1435241642872677489	FirstPerson	albbs	45142	45142NV0010001	325378				29401	Y	Y
7	1435241642872677530	FirstPerson	ngpma	45142	45142NV0010011	1076881				696962	Y	Y
8	1435241642872677532	SecondPerson	efenj	45142	45142NV0010011	1183810	33670	33670NV0980003	718072	232204	Y	Y
9	1435241642872677534	Son	ujztm	45142	45142NV0010011	1193040				1025641	Y	Y
10	1435241642872677535	Hubby	iuxse	45142	45142NV0010011	1193040				1025641	Y	Y
11	1435241642872677536	James	kqvto	95865	95865NV0030055	875044				418109	Y	Y
12	1435241642872677537	Susan	gkbyn	45142	45142NV0010011	960845				418109	Y	Y
13	1435241642872677538	Son	wpptn	45142	45142NV0010011	791332				292049	Y	Y
14	1435241642872677539	Susan	wpptn	45142	45142NV0010011	791332				292049	Y	Y
15	1435241642872677541	SecondPerson	pbavd	45142	45142NV0010011	54896				1198659	Y	Y
16	1435241642872677542	FirstPerson	pbavd	45142	45142NV0010011	54896				1198659	Y	Y
17	1435241642872677544	Susan	cwlio	45142	45142NV0010011	689361				217142	Y	Y
18	1435241642872677545	Husband	cwlio	45142	45142NV0010011	689361				217142	Y	Y
19	1435241642872677546	Son	cwlio							217142	N	Y
20	1435241642872677548	SecondPerson	nqkux	45142	45142NV0010011	1061406				1035198	Y	Y
21	1435241642872677549	ThirdPerson	ommos	45142	45142NV0010011	1061406				1035198	Y	Y
22	1435241642872677550	Firstperson	ztqnj	45142	45142NV0010011	1061406				1035198	Y	Y
23	1435241642872677554	Updated	synom	45142	45142NV0010011	39599				410660	Y	Y
24	1435241642872677557	Wife	pxxto	45142	45142NV0010011	81521				332491	Y	Y
25	1435241642872677558	Husband	hzaop	45142	45142NV0010011	81521				332491	Y	Y
26	1435241642872677560	Lady	fwwxd	45142	45142NV0010011	30504				694644	Y	Y
27	1435241642872677562	ajdhjfqofhiy	drtfu	45142	45142NV0010011	406256				1029133	Y	Y
28	1435241642872677564	FourthPerson	qtsgh	45142	45142NV0010011	712169				988545	Y	Y
29	1435241642872677565	SecondPerson	tcrgg	45142	45142NV0010011	833592				167348	Y	Y
30	1435241642872677568	FirstPerson	dbfbd	45142	45142NV0010011	883502				149519	Y	Y
31	1435241642872677569	baby	atfjx	45142	45142NV0010011	80501				246511	Y	Y
32	1435241642872677572	FirstPerson	ggxgy	45142	45142NV0010011	340250				1103526	Y	Y
33	1435241642872677574	Child	ozomm	45142	45142NV0010011	776715				892253	Y	Y
34	1435241642872677575	Father	ozomm	45142	45142NV0010011	776715				892253	Y	Y
35	1435241642872677576	Mother	ozomm	45142	45142NV0010011	776715				892253	Y	Y
36	1435241642872677581	FirstPerson	qtaqu	45142	45142NV0010011	362952				1161874	Y	Y
37	1435241642872677586	FirstPersonezqgs	dbqvp	95865	95865NV0030055	801388				1182880	Y	Y

Each line item of this report represents data from both the Application and Enrollment payloads, thus confirming the relationship between these two data sets, and providing a baseline for the independent verification and validation of this process by SSHIX.

# Testing/Verification of Consumer Data Migration – SSHIX Verification

- SSHIX used Microsoft Excel to convert the source JSON files into a tabular format that could be imported into a Microsoft Access database.
- After excluding a small number of invalid Enrollment records (per the criteria provided by Accenture) the Enrollment data set was joined with the Application data set and exported in a format identical to the report prepared by GetInsured.
- The reports were an exact match.

# Testing/Verification of Consumer Data Migration – Lessons Learned

- During testing GetInsured and SSHIX independently discovered multiple, apparently valid enrollments associated with individual members.
- Accenture reported that these duplicate enrollments were an anomaly of the process used to create the test data and should be ignored in testing.
- As a result of this discovery, though, Accenture also queried Nevada's production data and discovered approximately 400 applications with duplicate enrollments.
- Accenture further reported that these duplicates are the target of an ongoing monthly reconciliation process, and that most or all of these duplicates should be resolved prior to the August 15th production data transfer. However, SSHIX is currently working with Accenture to develop a contingency plan in the event that duplicate enrollments are still present in August.
- While SSHIX considers such duplicates to present a low risk to the overall Data Migration effort coordination with carriers may be helpful in resolving any duplicate enrollments present in the Production data transfers.

# Consumer Data Migration: Next Steps

- **August 15<sup>th</sup>**: Initial Data Migration
- **September 4<sup>th</sup>**: SBE platform is available for consumers to claim their migrated user accounts
- **October 1<sup>st</sup>**: “Catchup” Data Migration for any SEP enrollments that occurred after August 15<sup>th</sup>. (these SEP enrollments can be included in the Passive Renewal job Oct 21<sup>st</sup>-25<sup>th</sup>)
- **October 25<sup>th</sup>**: Second “Catchup” Data Migration for any SEP enrollments that occurred after October 1<sup>st</sup> (these SEP enrollments can *not* be included in the Passive Renewal job Oct 21<sup>st</sup>-25<sup>th</sup>)

# Availability of Production SBE Platform

- **Early July**: SSHIX will provide carriers with Onboarding instructions to gain access to the platform
- **Mid/Late July**: SSHIX will work with carriers to establish and configure data for their carrier organization
- **August 5—August 23**: “Plan Preview” available in Production environment
- **September 4th**: Soft Launch—SBE Platform is available to public. Migrated consumers can claim their applications and configure their user accounts.

# Upcoming Agenda Topics

- **Reimbursement Payments**: CMS will host an upcoming presentation (date TBD) to provide a detailed overview of reimbursement payments and the associated reporting process (EPS extract, 820, etc.) under the State Based Exchange model.
- **Reconciliation Workflow**: SSHIX is currently working to develop and implement a case management system to assist with the monthly reconciliation process, and to allow for collaborative case management with carrier personnel. SSHIX will be reaching out to individual carriers for feedback/suggestions during June and July.

# Questions and Answers

Please submit written questions to Eric Watt,

Project Manager:

[w.eric.watt@exchange.nv.gov](mailto:w.eric.watt@exchange.nv.gov)