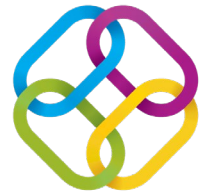


Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

August 13, 2019



nevada
health link

Introductions - SSHIX

Heather Korbulic – Executive Director

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Agenda

- Progress Since Last Meeting
- Update on Plan Certification
- Update on Casework System (HICS Replacement)
- September Testing: Renewals and Payment Re-Directs
- Enrollments between 12/15/19—12/20/19
- SEP Enrollments During Transition

Progress Since Last Meeting

- Over 300 Agents/Brokers with existing healthcare.gov consumer designations have completed the training and certification process for the Nevada Health Link SBE Platform. These individuals will be eligible to maintain their existing designations following the consumer data migration (8/15—8/31).
- Testing of eligibility verification services (CMS/IRS) and Account Transfers (DWSS/Medicaid) continues to proceed on schedule.

Update on Plan Certification

- Issuer Representative user accounts have been created for all On-Exchange Issuer organizations
- Plan Preview began Monday, August 5th and concludes Friday, August 23rd
- SSHIX deployed a fix on Monday 8/12 to correct the “Outpatient Facility Fee” data field on the Plan Details page, which was displaying incorrect values.

Update on Casework System (HICS Replacement)

SSHIX has obtained a license for the Salesforce Enterprise Service Cloud, which will serve as the foundation of our casework system. This system, which will be modeled after CMS' HICS application, will support the Monthly Reconciliation and Consumer Complaint Resolution processes. The following is a high-level timeline for our rollout:

- August 1—August 16: Requirements Gathering
- August 19—August 30: SSHIX will contact Carrier organizations for individual design discussions, feedback on existing HICS functionality, etc.
- September: Design, Development, Testing, and Implementation
- October: UAT with Carriers

September EDI Testing: Renewals and Payment Re-Directs

- EDI Test Scenario 16 (Renewals) is scheduled for September 9th—September 20th. Earle Smith (GetInsured) and Stephen Ostien (SSHIX) will provide additional details via email.
- Testing for Payment Re-Directs is scheduled as follows:

| Date(s) | Activities |
|-----------|---|
| 8/15 | GetInsured/SSHIX will provide Security Certificates and IP Addresses to Carriers |
| 8/30 | Deadline for Carriers to: <ul style="list-style-type: none">• Register Security Certificates• Whitelist SSHIX IP Addresses• Provide URL to be used during testing |
| 9/2—9/20 | SSHIX Internal testing/Connectivity testing |
| 9/23—10/4 | Carrier testing of Payment Re-Directs |

Enrollments Between 12/15/19—12/20/19

- SSHIX has adopted the CMS policy of extending OEP enrollment dates for consumers who have started their applications, but who have not completed their enrollments by December 15th.
- Nevada Health Link will allow these consumers to submit their enrollments for coverage beginning January 1st, 2020, through midnight on December 20th.
- Owing to the nightly batch process for 834 transactions, Carriers may receive OEP Initial Enrollment transactions as late as December 22nd.

SEP Enrollments During Transition

- Consumers who submit SEP enrollments to healthcare.gov between August 15th—Sept 30th will be included in the automated Data Migration effort and will be eligible for Auto-Renewal.
- Consumers who submit SEP enrollments to healthcare.gov between October 1st—October 24th will be included in the automated Data Migration effort, but these consumers will receive an email invitation to claim their migrated application and actively shop for 2020 coverage during OEP.
- Consumers who submit SEP enrollments to healthcare.gov for 2019 coverage after October 24th will require targeted messaging regarding active shopping for 2020 coverage.
- SSHIX and CMS have developed a messaging plan to ensure that consumers seeking 2019 coverage via SEP enrollment receive the appropriate guidance. This plan includes coordinated messaging on both the Nevada Health Link and healthcare.gov platforms.

SEP Enrollments During Transition (continued)

- Because Carriers will be receiving 834s for SEP enrollments during the transition, SSHIX is encouraging Carriers to actively participate in consumer messaging.
- SSHIX will be reaching out to Carriers during August to discuss options for targeted messaging and data exchange.
- Please submit any questions to Eric Watt at w.eric.watt@exchange.nv.gov

Questions and Answers

Please submit written questions to Eric Watt,

Project Manager:

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