

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

October 8, 2019



nevada
health link

Introductions - SSHIX

Heather Korbolic – Executive Director

hkorbolic@exchange.nv.gov

Ryan High – Chief Operations Officer

rhigh@exchange.nv.gov

Russell Cook – Information Systems Manager

rwcook@exchange.nv.gov

Eric Watt – Project Manager

w.eric.watt@exchange.nv.gov

Jamie Sawyer – Plan Certification Manager

jlsawyer@exchange.nv.gov

Agenda

- Progress Since Last Meeting
- Consumer Data Migration Update
- Terms, Adds, and SEP Enrollments after 10/25
- Carrier Connector Live Demo (HICS replacement)
- Timeline for Carrier Connector Rollout

Progress Since Last Meeting

- SSHIX received CMS approval for its Authority to Connect (ATC) to the Federal Data Services Hub
- SSHIX received approval from the IRS Office of Safeguards to utilize the Income and Family Size Verification (IFSV) and Renewal Re-Verification (RRV) data services for eligibility verification
- As of October 7th, 10,190 households have claimed their migrated accounts on Nevada Health Link, representing 23% of migrated consumers
- SSHIX has begun the Renewal Re-Verification process for migrated consumers

Consumer Data Migration

- SSHIX received the first “catch-up” migration payload from CMS on 10/1
- Total Applications imported: 42,333
- Total Enrollments imported: 65,563
- Catch-up payload contained 569 fewer enrollments than initial Consumer Migration payload (8/15)
- Consumers who were cancelled/termed between 8/15—10/1 will not be included in the Auto-Renewal job
- Catch-up Migration Report was delivered to SSHIX on 10/7
- After completing its internal analysis SSHIX will distribute the Catch-up Migration Report to carriers via SFTP by 10/9
- Catch-up Migration Report will contain Auto Renewal status (i.e. consent for auto-renewal)

Terms, Adds, and SEP Enrollments After 10/25

- 10/25 is the last scheduled “catch-up” migration from HealthCare.gov
- Because SSHIX began processing Renewal Re-Verifications (RRV) this week, the 10/25 migration is intended only to capture new SEP enrollments occurring between 10/1—10/25
- SSHIX is requesting assistance from carriers to provide targeted messaging to consumers who submit SEP enrollments or add dependents through HealthCare.gov after 10/25; these consumers will need to actively shop during OEP to ensure continued coverage for all household members in 2020
- SSHIX is also requesting assistance to identify Terms that occur after 10/25; we are currently working on a contingency plan for these consumers

Carrier Connector – Demo Objectives

- High-level overview of case management workflow
- Carrier access is limited to Cases affiliated with their respective carrier organization
- Collaborative, Case-based communication between SSHIX and Carrier
- Automated notification of case status change
- UI and Custom data fields are still in progress

Carrier Connector Overview

[Live Demo]

Timeline for Carrier Connector Rollout

- 10/7—10/11: SSHIX will distribute survey to carriers re: desired features/functionality
- 10/14—10/18: Athena Cox, SSHIX's Lead Quality Assurance Officer, will distribute Carrier Connector access forms
- 10/21—10/31: Carriers will be provided with access to a Sandbox environment for training and UAT
- 11/1: Official launch of Production environment

Questions and Answers

Please submit written questions to Eric Watt,

Project Manager:

w.eric.watt@exchange.nv.gov