

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

January 14, 2020



nevada
health link

Introductions - SSHIX

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Agenda

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- Progress Since Last Meeting
 - PY2021 Plan Certification/EDI Testing
 - Missing Broker Designations
 - RCNI – Lessons Learned from December Submissions
 - Reconciliation Workflow in Jan-Feb
 - Q&A

Progress Since Last Meeting

- On 12/20 Nevada successfully completed the Plan Year 2020 Open Enrollment Period
- On 12/23 SSHIX released its first report on [enrollment figures for Plan Year 2020](#). We intend to issue a follow-up report in late March or early April detailing effectuation metrics, similar to CMS' Public Use Files
- The Nevada Health Link SBE Platform enrolled 77,410 consumers during OEP. Of those consumers 20,111 represent new enrollments, and 25,587 represent returning consumers who actively shopped and enrolled in a plan for 2020.
- The Carrier Connector casework portal has been used to process nearly 150 production cases.
- As a result of feedback from carriers SSHIX has improved the email notification options in Carrier Connector. Russell Cook will be contacting carriers by email this week to solicit a distribution email address to be used in lieu of direct notifications to your entire casework teams.

PY2021 Plan Certification and EDI Testing Deadlines

- The [Plan Year 2021 Draft Letter to Issuers](#) (along with the accompanying [Fact Sheet](#)) is posted on our website and is open for public comment until 1/31/2020
- The [Intent to EDI Test](#) form for PY2021 is on the website, and must be submitted no later than 2/7/2020. PLEASE NOTE: This form is required for new carriers, as well as existing carriers who will be changing their EDI practices (e.g. enlisting an EDI vendor, changing an existing EDI vendor, etc.).
- The [Intent to Sell form for PY2021](#) is on the website, and must be submitted no later than 4/15/2020 (required from ALL carriers who intend to sell plans for 2021 coverage)

Missing Agent/Broker Designations

- Numerous agents and brokers have contacted SSHIX to report that existing consumer designations which are verified to exist in the SBE Platform are not present in their respective carrier portals
- Each of the carriers who submitted an RCNI file in December showed a substantial number of missing designations
- SSHIX will be contacting carriers this week to schedule follow-up meetings and determine what SSHIX can do to support the appropriate corrective action
- Please review the Discrepancy Reports prior to these meetings to confirm whether or not the identified designations are truly missing from your system or record, or if a mapping error is resulting in false positives, etc.

RCNI – Lessons Learned from December Submissions

Carrier Guidance:

- Explicitly include both the Home Address and Mailing Address data fields
- Verify that dates are being submitted in the required format (yyyyMMdd)
- Do not include prefixes or suffixes (e.g. Jr., Sr.) with First/Last Name fields
- Submit Address Line 1 and Address Line 2 values separately, rather than combining these values
- For plans without APTC or CSR subsidies, submit 0 for the dollar amount rather than a null value
- For active/confirmed policies, ensure that the Benefit End Date is 12/31/2020
- If possible, disable or eliminate truncation/character limits

RCNI – Lessons Learned from December Submissions (cont.)

SSHIX Adjustments:

- A substantial number of false positives were identified as either Missing from File or Missing from HIX. These were traced back to a business rule in the Discrepancy Report job which assigned a 3-day lookback relative to the Carrier Extraction Date. SSHIX has changed this to a 1-day lookback, which should result in a more accurate comparison.

Reconciliation Workflow for Jan-Feb

- SSHIX is completing development and testing of our forthcoming reconciliation portal, scheduled for rollout by the end of January. SSHIX will be scheduling one-on-one meetings with carriers following the January RCNI submissions to review the resultant Discrepancy Reports.
- As a result of our analysis of the December RCNI submissions SSHIX is developing business logic for the recon portal to identify suspected “false positives” and group related discrepancies from the Discrepancy Reports.
- Thus far we have identified false positives related to date formats, character limits, and merging of Address Lines 1 and 2.
- If carriers identify any false positives in their review of the Discrepancy Reports (especially those related to known system limitations on the carrier side) please report these to reconsupport@exchange.nv.gov.

Questions and Answers

Please submit written questions to Russell Cook:

rwcook@exchange.nv.gov