

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

May 11, 2021



nevada
health link

Introductions - SSHIX

Heather Korbulic – Executive Director

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Ryan High – Chief Operations Officer

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Janel Davis – Communications Director

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Russell Cook – Information Systems Manager

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Jamie Sawyer – Policy and Compliance Manager

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Danielle Andersen – Plan Certification Manager

Agenda

- Plan Cert Update
- ARPA Phase I Metrics To-Date
- ARPA Phase II Update
- ARPA-related Re-Ratings
- ARPA Marketing Plan Update
- May RCNI Submission
- Q&A

Plan Cert Update

- QHP and QDP binder submission is due in SERFF on **Wednesday, June 2**. The QHP and QDP Plan Certification Timelines are located in the [Plan Year 2022 Final Letter to Issuers](#), published on the Carrier Resources page of Nevada Health Link.
- CMS QHP Enrollee Survey data submission deadlines for eligible QHP issuers are also included in the QHP Plan Certification Timeline. Please refer to the CMS Marketplace Quality Initiatives website and the QRS/QIS sections of the PY22 Final Letter to Issuers for more information.
- Danielle Andersen has accepted a position with another agency, and her last day as SSHIX Plan Certification Manager will be Friday, 5/14. We are working to fill her position as quickly as possible. For interim questions regarding the Plan Year 2022 Plan Certification process please contact Jamie Sawyer at jlsawyer@exchange.nv.gov.

ARPA Phase I Metrics (To-Date)

- As of May 11, 4,225 new enrollments have been submitted under the ARPA Special Enrollment Period.
- Of these enrollments, 94% were eligible for APTC subsidies.
- Approximately 3,190 of these enrollments were broker assisted, while the remainder were self service.
- Metrics regarding increased subsidies for existing consumers are still being analyzed. However, once the Phase II activities detailed on the following slides have been completed all consumers with existing financial applications will have received updated financial determinations under the new ARPA rules.

ARPA Phase II Update - Scope

- Phase II of SSHIX's ARPA implementation will involve a series of batch jobs designed to automatically apply increased subsidies to qualifying households.
- Financial Eligibility will be re-determined for all consumers with existing financial applications, per the ARPA eligibility rules.
- For those consumers whose financial applications are tied to current enrollments, increased subsidies will be automatically applied to their enrollments, and a confirmation notification will be sent to their secure inbox.
- Consumers with non-financial applications will be contacted by email and notified of their potential eligibility for financial assistance.
- Please note that consumers who manually updated their applications during Phase I will not be included in the scope of Phase II.

ARPA Phase II Update - Timing

- Phase II of SSHIX's ARPA implementation is scheduled to be executed during a planned maintenance window between Friday, June 4—Sunday, June 6.
- During this window outbound 834 traffic (Exchange -> Carrier) will be suspended, and inbound 834 traffic will be queued.
- SSHIX will manually review the results of the Phase II batch jobs, and if the files pass validation they will be released when the outbound 834 batch resumes on Monday, June 7.
- SSHIX and GetInsured will do our best to adhere to the above-mentioned schedule, however unanticipated complications may result in slight delays. Your patience and flexibility are appreciated.

ARPA-related Re-Ratings

- SSHIX has identified a number of scenarios in which existing consumers who update their applications for ARPA subsidies are being re-rated due to a recent or upcoming birthday.
- Re-ratings related to product changes are valid and should be honored per the 834 financials.
- Consumers who do not follow SSHIX's published ARPA guidance, and who explicitly terminate their existing policies before re-enrolling in the same Plan ID, will be re-rated if they have a 2021 birthday that falls on or before the Coverage Begin Date of the new policy. Although this is expected product behavior we understand that this may be problematic for carriers' systems, so SSHIX is attempting to identify these households and perform ad-hoc data corrections to undo the re-rating.
- We are asking for your assistance in bringing scenarios like these (or any other questionable re-ratings) to our attention by emailing reconsupport@exchange.nv.gov, Subject: ARPA Re-Rating Issue

ARPA: Marketing Plan Concepts

Concept 1: Rescue Savings Await

- Sample Headline: Claim Your Nevada Rescue Savings
- Sample Messaging: The American Rescue Plan has reduced health coverage premiums.
- CTA: Reclaim your health coverage.

Concept 2: The Best Just Got Better

- Sample Headline: Find Health Insurance As Low As \$0
- Sample Messaging: The American Rescue Plan just lowered health plan premiums.
- CTA: See how low your premium fell.

Marketing Plan Launch Timeline

April 2021*

- Press Releases
- Collateral & Toolkits
- Email Marketing
- Blog Posts
- Organic Social Media

**Media Plan is still in development, specific tactics are subject to change until fully approved.*

May 2021 - August 15, 2021*

Launching Campaign in early May with quick turn tactics like:

- Google SEM
- Radio
- Boosted Social Media

Launching remaining media tactics by end of May with:

- Landing Page
- Google Display
- Social Media Paid Ads
- YouTube
- Broadcast (Connected TV/OTT, Cable, Linear TV)
- Out of Home

Additional ARPA Resources

Please note that the latest information regarding the Exchange's ARPA implementation will always be available on our website at the following link:

<https://www.nevadahealthlink.com/americanrescueplan/>

Please submit Policy-related questions to Jamie Sawyer, SSHIX Policy Manager at:

jlsawyer@exchange.nv.gov

For additional information regarding the Exchange's Messaging and Community Relations Plans please contact Janel Davis, SSHIX Communications Director, at:

j-davis@exchange.nv.gov

May RCNI Submission

- The next RCNI Submission Deadline is **Thursday, May 20**
- Please note that submission of Plan Year 2020 enrollments is not required in May
- SSHIX has published a calendar of [monthly RCNI Submission Deadlines](https://www.nevadahealthlink.com/partner-resources/carriers/) to Nevada Health Link's Carrier Resources Page at <https://www.nevadahealthlink.com/partner-resources/carriers/>

Month	Submission Deadline	2021 RCNI?	2020 RCNI?
January	Thursday, January 21 st	X	X
February	Monday, February 22 nd	X	X
March	Monday, March 22 nd	X	X
April	Monday, April 19 th	X	
May	<u>Thursday, May 20th</u>	X	
June	Monday, June 21 st	X	
July	Monday, July 19 th	X	
August	Thursday, August 19 th	X	
September	Monday, September 20 th	X	
October	Thursday, October 21 st	X	
November	Monday, November 22 nd	X	
December	Monday, December 20 th	X	X

Questions and Answers

Please submit questions re: EDI/Reconciliation or Carrier Connector to the SSHIX Recon Team at:

reconsupport@exchange.nv.gov

Please submit questions re: Plan Certification to Danielle Andersen, SSHIX Plan Certification Manager at:

pmanagement@exchange.nv.gov

Please submit Policy-related questions to Jamie Sawyer, SSHIX Policy Manager at:

jlsawyer@exchange.nv.gov