

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

October 12, 2021



nevada
health link

Introductions - SSHIX

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Agenda

- SSHIX Administrative Update
- October RCNI Submission
- Plan Cert Update
- Renewals Timeline
- OEP Update
- Marketing Update

Administrative Update

- SSHIX has recently filled two new positions, which were approved in this year's Nevada Legislative Session.
- Kayla Jost has joined our Quality Assurance team, and her primary role will be to support carriers in the resolution of consumer complaints.
- Nivedita Kasireddy has joined our Recon Team, where she will be responsible for supporting the monthly reconciliation process through the investigation of complex data discrepancies.

Welcome to the SSHIX team!

October RCNI Submission

- GetInsured has identified a small bug in our most recent major platform update, which is resulting in the suppression of certain types of APTC Discrepancies from the monthly Discrepancy Report.
- The code fix has already been developed and tested, however the fix cannot be deployed until all renewals-related activities have been completed.
- SSHIX is therefore asking carriers to postpone their October RCNI submission (if possible) until further guidance is issued.
- SSHIX will notify carriers via email once the code fix has been deployed and RCNI files can be safely submitted.

Plan Cert Update

- Plan Certification for Plan Year 2022 health and dental plans has been successfully completed.
- The resultant plans are available for “window shopping” now through the end of October at enroll.nevadahealthlink.com.
- Consumers will have the ability to actively enroll in these plans starting November 1st (OEP).

Passive Renewals Timeline

- 10/13—10/14: 834's for 2022 renewal policies will be transmitted to carriers. RENP terminations for 2021 policies will not be generated or transmitted this year.
- Mid-December (~12/15): “Catch-Up” renewal job will be run for SEP consumers who enroll in 2021 coverage *after* the initial passive renewal job described above, but who do not actively enroll in 2022 coverage during November/early December.
- During renewals testing, GetInsured discovered 29 households that became newly eligible for APTC as a result of the renewals re-verification process. For technical reasons these households must be processed separately from the remainder of the renewals population. We will endeavor to process and transmit the associated 834 transactions by Thursday, 10/14, however there's an outside change these transactions might be delayed until Monday, 10/18. GetInsured has assured us that these transactions will not be sent on Friday, 10/15.

Subscriber Swaps During Renewals

- Each year during passive renewals our system re-calculates the Subscriber assignment based upon the current status of each enrollment group.
- As a result, the individual enrolled member who is assigned as the Subscriber may change from year to year.
- Valid reasons for a 'subscriber swap' include age-outs, changes to Primary Tax Filer assignment, or mid-year additions to existing policies (e.g. a father adding himself to a child-only policy).
- Carriers must ensure that enrolled members are not negatively impacted by a renewal-related change in Subscriber assignment.
- Following completion of the Passive Renewal job SSHIX will provide a report to each carrier listing renewal policies where a change in Subscriber assignment occurred, including the New and Old Subscriber ID values.

Open Enrollment Period (OEP) Update

- This year's Open Enrollment Period will run from November 1—January 15.
- The last to actively enroll in coverage beginning January 1 is December 15.
- Enrollments submitted between December 16—January 15 will receive coverage beginning February 1.

Open Enrollment Marketing Campaign Updates

- Window Shopping now through Oct. 31st: Nevadans can explore 126 qualified health plans offered by a total of seven insurance carriers. ([Window shopping, rates, and carrier announcement press release](#))
- Prep Rally – stakeholders are invited to join NVHL and Executive Director Heather Korbolic to prepare for OEP. This is a virtual presentation: Tues Oct. 19th at 10:00 AM and Wed. Oct. 20th at 1:00 PM.
- Starting November 1st, the creative campaign and messaging will switch to the larger “Price Compete” campaign that evokes feelings of pride, motivates Nevadans to invest in themselves and their families, and clearly states the value of being covered and how to enroll in coverage. There are 6 ad spots that are currently in video production.

Open Enrollment Marketing Campaign Updates

- Press Conference to kick off OEP on Monday, Nov. 1st at 10:00 AM, virtual presser with distinguished speakers confirmed: Gov. Steve Sisolak, Senate Majority Leader Nicole Cannizzaro.
- Community Outreach & Sponsorships are ongoing and busy for the month of October and into the OEP.
- Website updates: Updated Visual Styles and Menu Navigation, Resolved broken links, Launched OEP countdown timer, Updated content for OEP marketing campaign.
- Heavy email marketing content development and social media strategy
- Media & Marketing Assets:
<https://www.nevadahealthlink.com/media/media-assets/>
- Contact Janel Davis, Communications Director, for media inquiries and all marketing inquiries: j-davis@exchange.nv.gov
775-687-9934

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 Meagan Ranson, SSHIX Plan Certification Manager at:

pmanagement@exchange.nv.gov

Please submit policy questions to Gina Castaneda at:

gcastaneda@exchange.nv.gov