

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

July 12, 2022



nevada
health link

Introductions - SSHIX

Ryan High – Executive Director

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Katie Charleson – Communications Officer

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Gina Castaneda – Policy and Compliance Manager

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Meagan Ranson – Plan Certification Manager

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Russell Cook – Information Systems Manager

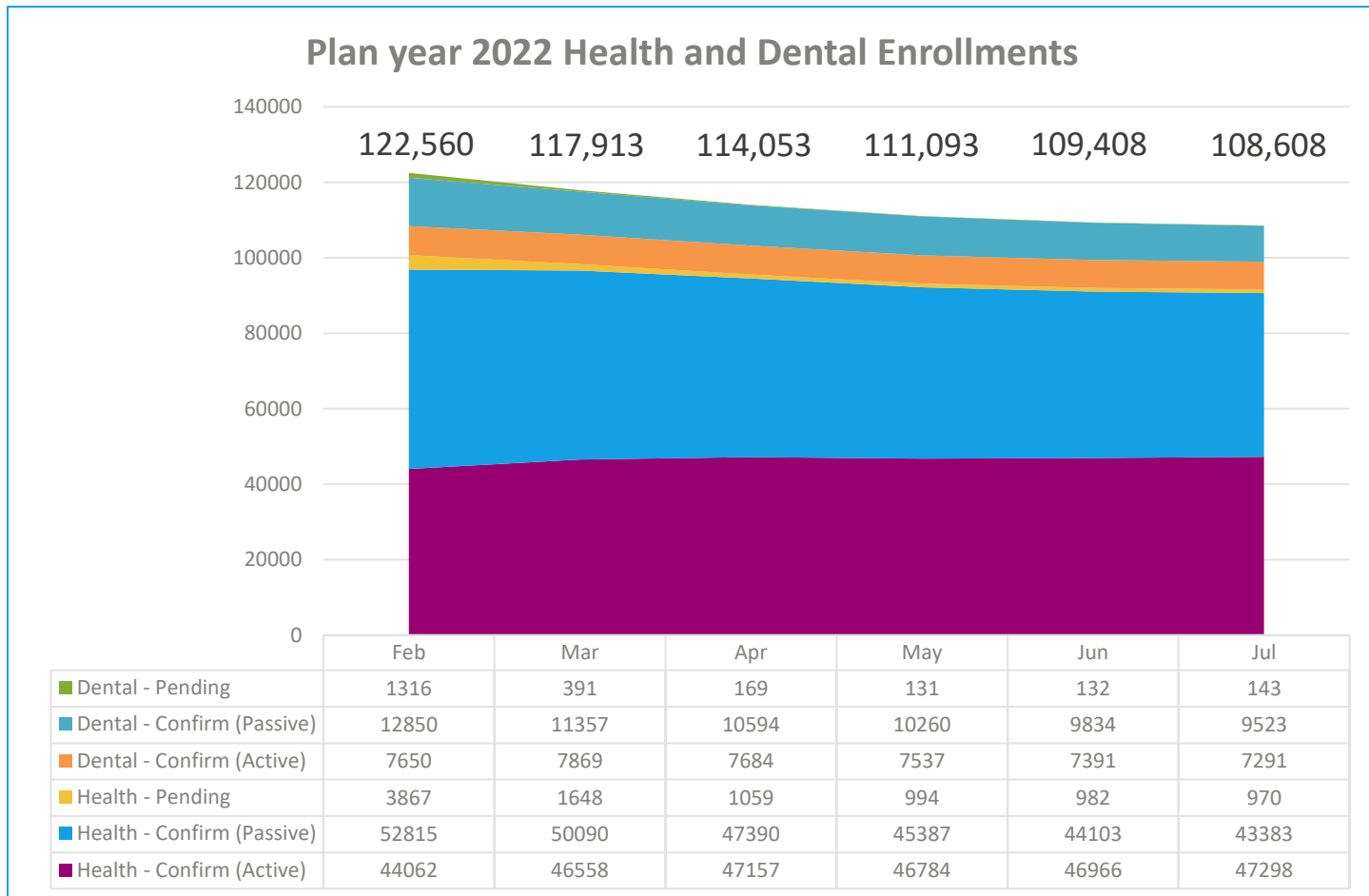
rwcook@exchange.nv.gov

Agenda

- Enrollment Metrics Update
- Plan Certification Update
- Timeliness of Carrier Connector Cases
- Carrier POCS (Recon + IT)
- RCNI Upgrade – SFTP Access
- July RCNI Submission
- Q&A

Enrollment Metrics Update

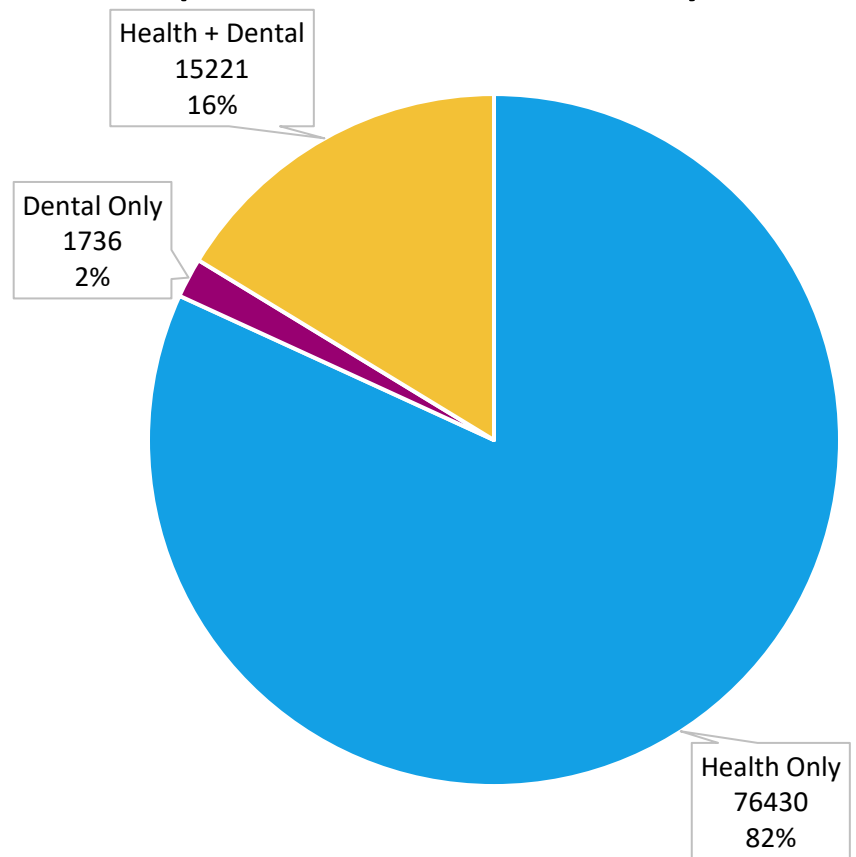
The figures in this table represent Nevada Health Link enrollments in Pending or Confirmed status as of 7/11/2022. Consumers enrolled in Terminated policies have been removed from these counts. Please note that consumers who are enrolled in both health and dental plans would be counted twice for each monthly total. A count of unique individuals is provided on the following slide.



Enrollees by Insurance Type

The figures in this chart represent unique Nevada Health Link consumers in Pending or Confirmed status as of 7/11/2022. Consumers enrolled in Terminated policies have been removed from these counts.

Unique Enrollees for July: **93,387**



Plan Certification Update

- All 2023 Plan Data is scheduled to be transferred from SERFF to the SBE Platform beginning today and should be completed by close of business tomorrow (July 13th)
- This milestone marks the beginning of the Plan Preview period of the plan certification timeline. Plan Preview ends August 19, 2022. It is essential that carriers review all plans and mark them as “Verified” prior to the completion of Plan Preview.
- Please note that Plan Preview requires access to the “Plan Representative” user role of the SBE Platform. If you or any members of your team require access to the platform please submit a completed [Access Request Form](#) to reconsupport@exchange.nv.gov, cc: mranson@exchange.nv.gov.

Timeliness of Carrier Connector Cases

- During a recent audit of Carrier Connector case records SSHIX noticed an increasing number of Tier II cases which were not being claimed until 12-13 days after they were created.
- This approach does not allow enough time to address potential follow-up questions, and as a result many of these cases ended up being resolved beyond the CMS-mandated 14-day deadline.
- SSHIX is supposed to report incidents of chronic untimeliness to CMS, however our preference at this time would be to work directly with our carriers to preemptively resolve this issue.
- SSHIX is requesting that Tier II cases be claimed within 3 business days of creation, and that any follow up questions be submitted to the SSHIX QA team within 5 business days of creation.

Carrier POCs

- SSHIX is in the process of requesting updated POC lists from each of our carrier organizations.
- We are requesting three lists from each carrier, representing the following areas of specialization: Reconciliation, IT/EDI, and Policy/Compliance.
- If the same contacts are provided for two or more lists that's absolutely no problem—we just want to make sure that we have current POCs on file, and we also want to ensure that we're removing any contacts from our distribution lists who are no longer with your organizations.

RCNI Upgrade – SFTP Access

- Following a recent review of the test environment that was previously used for carrier onboarding and EDI Testing, SSHIX has concluded that this environment would not be suitable for use in testing the new 63-column RCNI format.
- We will therefore be circulating [SFTP Access Request Forms](#) which will be used to create logins for a dedicated test environment.
- These forms will be sent to the IT/EDI contacts mentioned on the previous slide, so your prompt response the request for POCs is appreciated.
- Testing will run from Mid-August through the end of September and will consist of an RCNI submission to the dedicated test environment, using the new 63-column format, and populated with production enrollment data.
- This file can be submitted at approximately the same as your production submissions for August/September, but this is not a requirement.

July RCNI Submission

- The next RCNI Submission Deadline is **Thursday, July 21st**.
- All carriers are expected to submit a Plan Year 2022 RCNI in July. A Plan Year 2021 RCNI is not requested/required.
- SSHIX has published a calendar of [2022 Monthly RCNI Submission Deadlines](#) to Nevada Health Link's [Carrier Resources Page](#)

Month	Submission Deadline	2023 RCNI	2022 RCNI	2021 RCNI
January 2022	Thursday, January 20		X	X
February 2022	Monday, February 21		X	X
March 2022	Monday, March 21		X	X
April 2022	Thursday, April 21		X	
May 2022	Thursday, May 19		X	
June 2022	Monday, June 20		X	
<u>July 2022</u>	<u>Thursday, July 21</u>		<u>X</u>	
August 2022	Monday, August 22		X	
September 2022	Monday, September 19		X	
October 2022	Thursday, October 20		X	
November 2022	Monday, November 21	X	X	
December 2022	Monday, December 19	X	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 Meagan Ranson, SSHIX Plan Certification Manager at:

pmanagement@exchange.nv.gov

Please submit policy questions to Gina Castaneda at:

gcastaneda@exchange.nv.gov