

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

September 13, 2022



nevada
health link

Introductions - SSHIX

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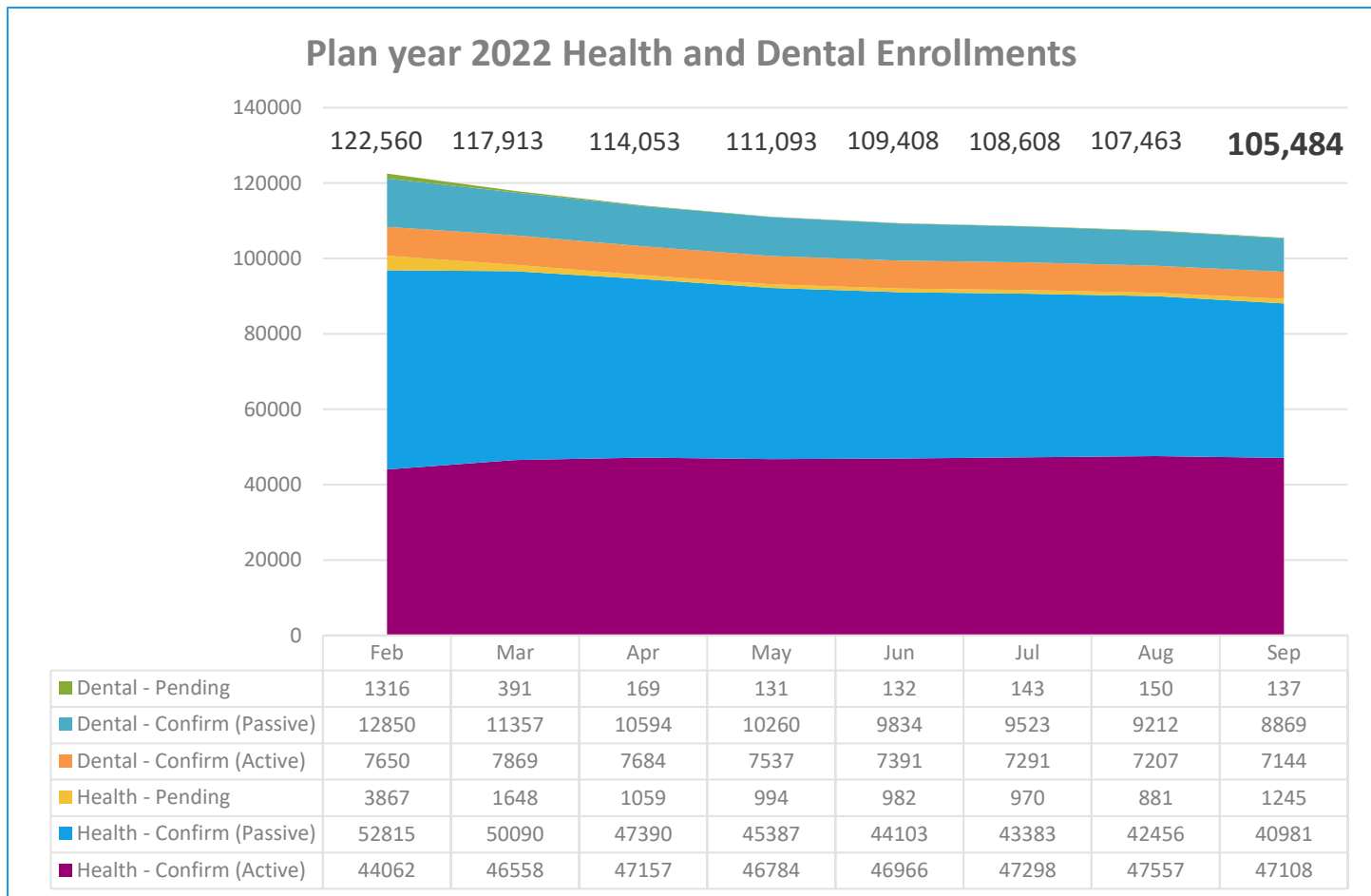
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Agenda

- Enrollment Metrics Update
- Policy Updates
- Plan Cert Update
- Passive Renewals/OEP Timeline
- Pre-Renewals Cleanup Activities
- Discrepancy Report Workflow Update
- Marketing and Outreach Campaign Development
- September RCNI Submission
- Q&A

Enrollment Metrics Update

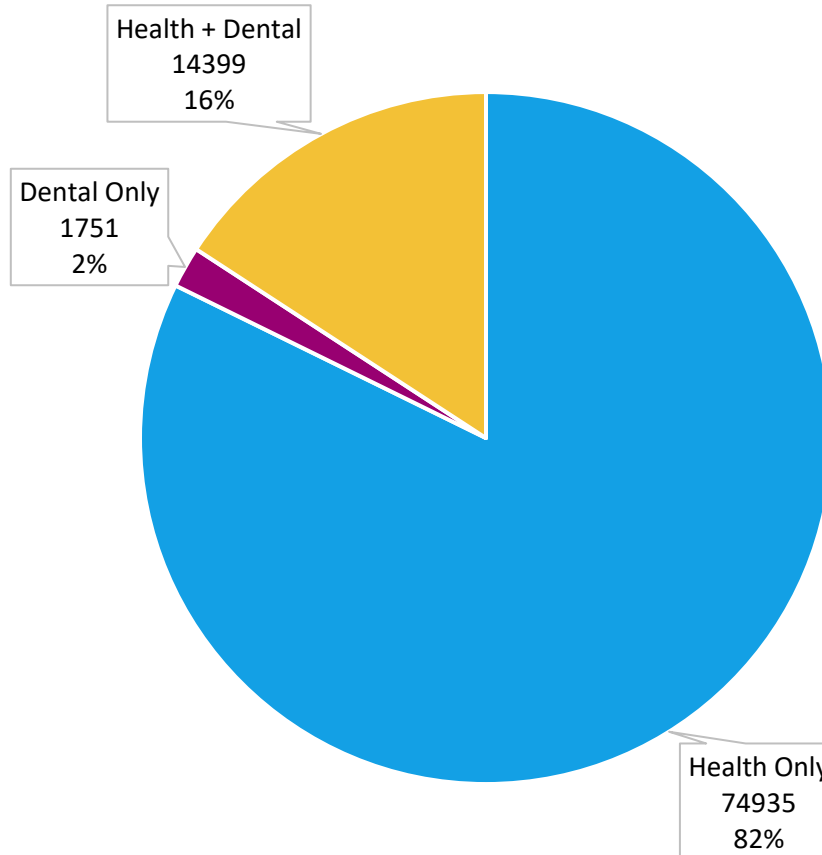
The figures in this table represent Nevada Health Link enrollments in Pending or Confirmed status as of 9/12/2022. Terminated or Cancelled enrollments have been removed from these counts. Please note that consumers who are enrolled in both health and dental plans would be counted twice for each monthly 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 9/12/2022. Consumers enrolled in Terminated policies have been removed from these counts.

Unique Enrollees for September: **91,085**



Unique Enrollees for August: **92,576**

Policy Updates

- Updates to the Nevada Health Link Policy Manual.
 - The redline version will be emailed to carriers for comments on September 19th. Comments will be due back by October 18th, 2022.
- Family Glitch
 - SSHIX is awaiting the release of the final rule intended to fix the “The Family Glitch” and has a platform improvement to incorporate said fix. If the final rule is released in time, the platform improvement can be incorporated for the state of OEP but may be deployed after the start of OEP as needed

Policy Updates Continued

- ARP Subsidies/ PHE Unwinding Update
 - The President signed the Inflation Reduction Act into law on August 16th which extends current American Rescue Plan Subsidies through 2025.
- State Medicaid/Chip
 - SSHIX is implementing a State Medicaid/Chip Check as part of passive renewals. Consumers found to be enrolled in Medicaid/Chip coverage during passive renewals will not be automatically re-enrolled for the 2023 plan year but will be able to shop for coverage.

Plan Cert Update

- Annual Issuer Agreements are due TODAY, September 13, 2022. For any questions or concerns related to the Issuer Agreements please contact Meagan Werth Ranson as soon as possible at mranson@exchange.nv.gov
- SSHIX will work on getting these Issuer Agreements countersigned and a Final version will be sent out between 9/13 and 9/24.
- In Addition to the Issuer Agreement, Meagan also provided a Final Plan Listing Letter and a Final Plan Service Area Listing Letter to each carrier. PLEASE CONFIRM both letters are accurate. If any of the information in the letters was incorrect and you have not yet contacted Meagan, please do so ASAP.

Passive Renewals/OEP Timeline

- 834s reflecting passive renewal enrollments for 2023 (aka Batch Auto Renewals or “BAR” files) are scheduled to be transmitted on Wednesday, 10/19/2022. The format and structure of these renewal transactions should be identical to last year’s files.
- The Plan Year 2023 Open Enrollment Period (OEP) begins Tuesday, 11/1/2022. For consumers whose 2022 coverage was passively renewed for 2023, but who choose to actively re-enroll in a different plan during OEP, the Exchange will transmit a Cancel transaction for the passive renewal policy followed by an Initial Enrollment (Add) transaction for the active re-enrollment policy.
- The “Secondary Passive Renewals” or SPR job, which is designed to passively renew 2022 SEP enrolments submitted after the October passive renewals job, is scheduled for Tuesday, 12/13/2022. Please note that this job will not passively renew policies which were in a Terminated status during the October passive renewals job but were subsequently reinstated.
- Consumers may actively enroll in 2023 coverage with a 1/1/2023 Coverage Begin Date through midnight on 12/31/2022.
- Plan Year 2023 OEP ends 1/15/2023. Consumers who enroll in 2023 coverage between 1/1/2023—1/15/2023 will receive a 2/1/2023 Coverage Begin Date.

Pre-Renewals Cleanup Activities

Preliminary functions of the passive renewals job will begin running at the beginning of October, at which point 2022 enrollment data is essentially locked in. The Exchange will therefore be focusing its efforts for the remainder of September on resolving the following categories of issues, listed in order of priority:

- Policies which are in need of reinstatement in the HIX system.
Terminated/Cancelled policies will not be included in the renewals job, and the Exchange has no way to passively renew these policies after the fact, so it's critical that reinstatement requests for any outstanding policies be received no later than 9/23/2022 to allow time for processing before the renewals job begins.
- Policies which are in need of Termination for non-payment in the HIX system.
2023 passive renewal policies will not be automatically cancelled if their corresponding 2022 policy is Term'd for non-payment after the passive renewals job, so it's critical that any pending Terminations are processed before the end of September.
- Policies which have been in a Pending status for more than 90 days.
These aren't technically different from the previous bucket, but they may not show up on the Discrepancy Report, and they may require additional action in the carrier's system.

Discrepancy Report Workflow Update

- The response to the June Enhanced Discrepancy Report cycle was highly encouraging, and impact of this effort on the August Discrepancy Report cycle was unmistakable.
- In some cases follow-up correspondence with carriers was required, and SSHIX has been experimenting with using Carrier Connector as a means of communicating these questions to your teams, rather than continuing to send successive copies of the same spreadsheet back and forth.
- These experiments proved successful, and SSHIX is proposing that Carrier Connector will now be our preferred method for follow-up correspondence regarding Enhanced Discrepancy Report responses.
- Please send any comments, questions, or suggestions regarding the Enhanced Discrepancy Report workflow to reconsupport@exchange.nv.gov.

Marketing and Outreach Campaign Development

- The Exchange and marketing vendor, The Abbi Agency, is currently in the planning, strategizing, and in production stages of a traditional advertising campaign for Plan Year 2023. Production will begin today, Sept. 13, and the campaign will launch mid-October.
- A robust media plan has been developed and in combination, a strategic public relations and community outreach plan is the most effective in reaching Nevada Health Link's defined target audience.
- Currently, we are developing messaging for a new traditional ad campaign with the campaign tagline: "Our Plans are Made for your Plans." This campaign will focus on gig workers, part time workers, self employed, own boss, and small businesses.

Campaign Production

- Spanish transcreation of all creative concepts – video assets
- Window shopping advertising/Countdown messaging throughout OEP
- Landing page for NVHL.com
- Email drip campaign
- Social media content development
- Production (filming of broadcast) of all video assets
- November 1 Press Conference
- Prep Rally/Prep Sessions

September RCNI Submission

- The next RCNI Submission Deadline is **Monday, September 19th**.
- All carriers are expected to submit a Plan Year 2022 RCNI in September. 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	
July 2022	Thursday, July 21		X	
August 2022	Monday, August 22		X	
<u>September 2022</u>	<u>Monday, September 19</u>		<u>X</u>	
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