

# Silver State Health Insurance Exchange

Monthly Meeting of Nevada's  
On-Exchange Insurance Carriers

March 14, 2023



nevada  
**health link**

# Introductions - SSHIX

**Ryan High** – Executive Director

[rhigh@exchange.nv.gov](mailto:rhigh@exchange.nv.gov)

**Janel Davis** – Chief Operations Officer

[j-davis@exchange.nv.gov](mailto:j-davis@exchange.nv.gov)

**Katie Charleson** – Communications Officer

[kcharleson@exchange.nv.gov](mailto:kcharleson@exchange.nv.gov)

**Gina Castaneda** – Policy and Compliance Manager

[gcastaneda@exchange.nv.gov](mailto:gcastaneda@exchange.nv.gov)

**Meagan Ranson** – Plan Certification Manager

[mranson@exchange.nv.gov](mailto:mranson@exchange.nv.gov)

**Russell Cook** – Information Systems Manager

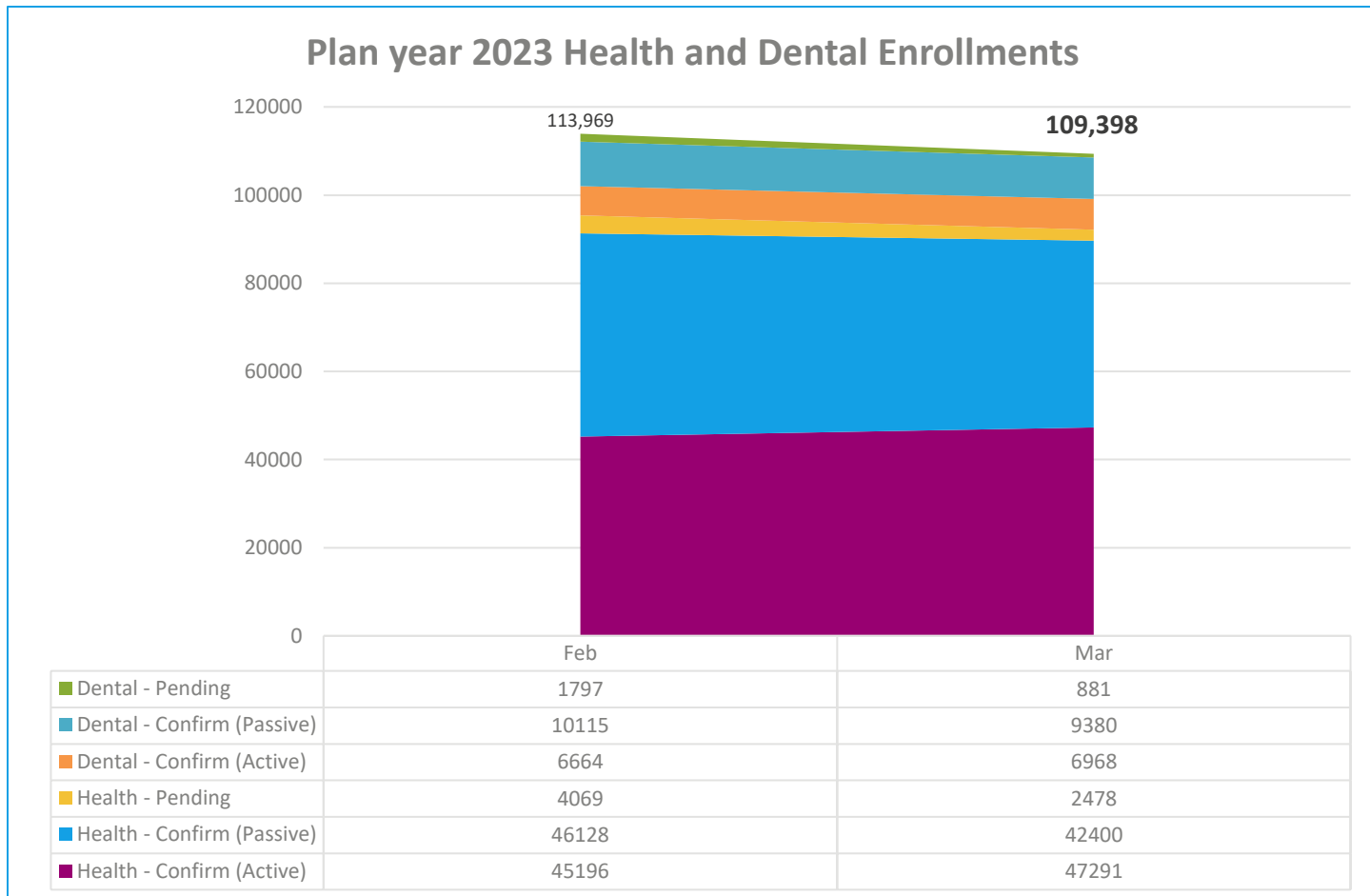
[rwcook@exchange.nv.gov](mailto:rwcook@exchange.nv.gov)

# Agenda

- Enrollment Metrics Update
- Plan Certification Update
- Carrier Data Requests
- PHE Unwinding Update
- Carrier Connector Password Resets
- Current Recon Contacts
- March RCNI Submission
- Q&A

# Enrollment Metrics Update

The figures in this table represent Nevada Health Link enrollments in Pending or Confirmed status as of 03/01/2023. 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.



# Plan Cert Update

## Upcoming due dates:

- Intent to Sell form has been sent out and our posted on the Carrier Resources page of the Nevada Health Link website. This is due April 3, 2023
- Intent to EDI form has been sent out and our posted on the Carrier Resources page of the Nevada Health Link website. This is due April 3, 2023
- PY24 Draft Letter to Issuers has been sent out and our posted on the Carrier Resources page of the Nevada Health Link website. Public comment is due March 22, 2023.

## Common Questions/Issues:

- While we are in the early stages of planning for PY24, the Nevada Exchange is not considering, at this time, adopting standardized plans, including limiting non-standard plans. Discussions are occurring limiting non-standard plans in the near future based off of plan utilization/enrollment data.
- Network Providers. This has been a big topic. Please ensure for PY24 the URL template for Network providers is accurate and updated. There have been concerns with the validity of providers being listed that are no longer in network or in contract. If changes are made, directories NEED to be updated in a timely manner.



# Carrier Data Requests

- The Exchange is happy to provide summary report's to carriers of data included within the 834 by request. Due to privacy concerns any additional data outside of what is included within the 834 will not be provided.
- Data requests can be sent to K. Brooke Mills at [kbmills@exchange.nv.gov](mailto:kbmills@exchange.nv.gov), and please CC Janel Davis at [j-davis@exchange.nv.gov](mailto:j-davis@exchange.nv.gov)

# PHE Unwinding Update\*

- SSHIX anticipates receiving the first wave of PHE-related Medicaid/CHIP terminations as early as mid-May, reflecting a 5/31/2023 coverage end date. The earliest that PHE-related consumers are expected to enroll in Exchange coverage would be a 6/1/2023 coverage begin date.
- SSHIX and GetInsured have developed functionality allowing consumers who claim their migrated application and submit a plan selection within 60 days of their Medicaid/CHIP termination date to enroll without a gap in coverage, even if a retroactive coverage begin date is required.  
**PLEASE NOTE:** this functionality is dependent upon corresponding upgrades being implemented by the Division of Welfare and Supportive Services, Nevada's Medicaid/CHIP AE.
- SSHIX is currently evaluating CMS' proposed 16-month SEP, which would allow consumers who are untimely in claiming their migrated application (i.e. more than 60 days past the Medicaid/CHIP termination date) to enroll in coverage through the FFE. It is our goal to implement a similar fallback solution to enroll as many consumers as possible during the PHE unwinding period.
- In addition to a comprehensive marketing plan, SSHIX is hiring additional staff members for our call center to perform targeted outreach to consumers whose Medicaid/CHIP coverage has been terminated, but who have not submitted a plan selection.

\*All proposed time frames and functionality are subject to change pending additional federal guidance

# Carrier Connector Password Resets

- In recent months the SSHIX Recon Team has been receiving an increasing volume of request to reset Carrier Connector passwords.
- SSHIX recently tested this functionality and confirmed that a manual password reset from our team functions in precisely the same manner as a self-service password reset using the “Forgot Your Password?” link.
- As a result, all carrier personnel who request a Carrier Connector password reset will now receive instructions for the self-service method.



# Current Recon Contacts

- The SSHIX Recon Team continues to receive inquiries sent directly to Brett Patterson and/or Nivedita Kasireddy.
- Brett and Nivedita are no longer with SSHIX, as of August 2022 and January 2023, respectively.
- Carriers should please send recon- or EDI-related correspondence to [reconsupport@exchange.nv.gov](mailto:reconsupport@exchange.nv.gov).

# March RCNI Submission

- The next RCNI Submission Deadline is **Monday, March 20.**
- All carriers are expected to submit both a Plan Year 2022 and Plan Year 2023 RCNI in March.
- SSHIX has published a calendar of [2023 Monthly RCNI Submission Deadlines](#) to Nevada Health Link's [Carrier Resources Page](#)

Month	Submission Deadline	2024 RCNI	2023 RCNI	2022 RCNI
January 2023	Thursday, January 19		X	X
February 2023	Monday, February 20		X	X
<b><u>March 2023</u></b>	<b><u>Monday, March 20</u></b>		<b><u>X</u></b>	<b><u>X</u></b>
April 2023	Thursday, April 20		X	
May 2023	Monday, May 22		X	
June 2023	Monday, June 19		X	
July 2023	Thursday, July 20		X	
August 2023	Monday, August 21		X	
September 2023	Thursday, September 21		X	
October 2023	Thursday, October 19		X	
November 2023	Monday, November 20	X	X	
December 2022	Thursday, December 21	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](mailto:reconsupport@exchange.nv.gov)

Please submit questions re: Plan Certification to Meagan Ranson, SSHIX Plan Certification Manager at:

[pmanagement@exchange.nv.gov](mailto:pmanagement@exchange.nv.gov)

Please submit policy questions to Gina Castaneda at:

[gcastaneda@exchange.nv.gov](mailto:gcastaneda@exchange.nv.gov)