

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

November 7, 2023



nevada
health link

Introductions - SSHIX

Russell Cook – Executive Director

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Janel Davis – Chief Operations Officer

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Brooke Mills – Policy and Compliance Manager

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Max Borgman – Information Systems Manager

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Meagan Ranson – Plan Certification Manager

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Agenda

- Six Month Look-Ahead
- November Enrollment Metrics
- Open Enrollment Update
- Marketing & Communications Update
- November RCNI Submission
- Q&A

Six Month Look-Ahead

November, 2023

- 11/1: Open Enrollment begins; Consumers can actively enroll in 2024 coverage
- 11/1: OEP Kickoff Press Conference; Nov 1st is proclaimed “Nevada Health Coverage Day” by Governor Joe Lombardo
- 11/23—11/24: SSHIX Call Center Closed for Thanksgiving Holiday

December, 2023

- 12/1: First 30 Days of OEP Press Release
- 12/14: Secondary Passive Renewals (SPR) job; any active 2023 enrollments with no corresponding 2024 enrollment will be passively renewed into 2024 coverage
- 12/25: SSHIX Call Center Closed for Christmas Holiday
- 12/31: Last day to submit enrollment with coverage beginning 1/1/2024

Six Month Look-Ahead (cont'd)

January, 2024

- 1/15: Open Enrollment Ends; Last day to submit OEP Application; SSHIX Call Center will be closed in observation of Martin Luther King, Jr. Day
- 1/16—1/20: SSHIX Call Center will be open with extended hours
- 1/20: Last day to submit enrollment with coverage beginning February 1st, 2024
- 1/25 (-ish): Post-OEP Press Release

February, 2024

- *Intent to Sell* and *Intent to EDI Test* forms are distributed to Issuers

March, 2024

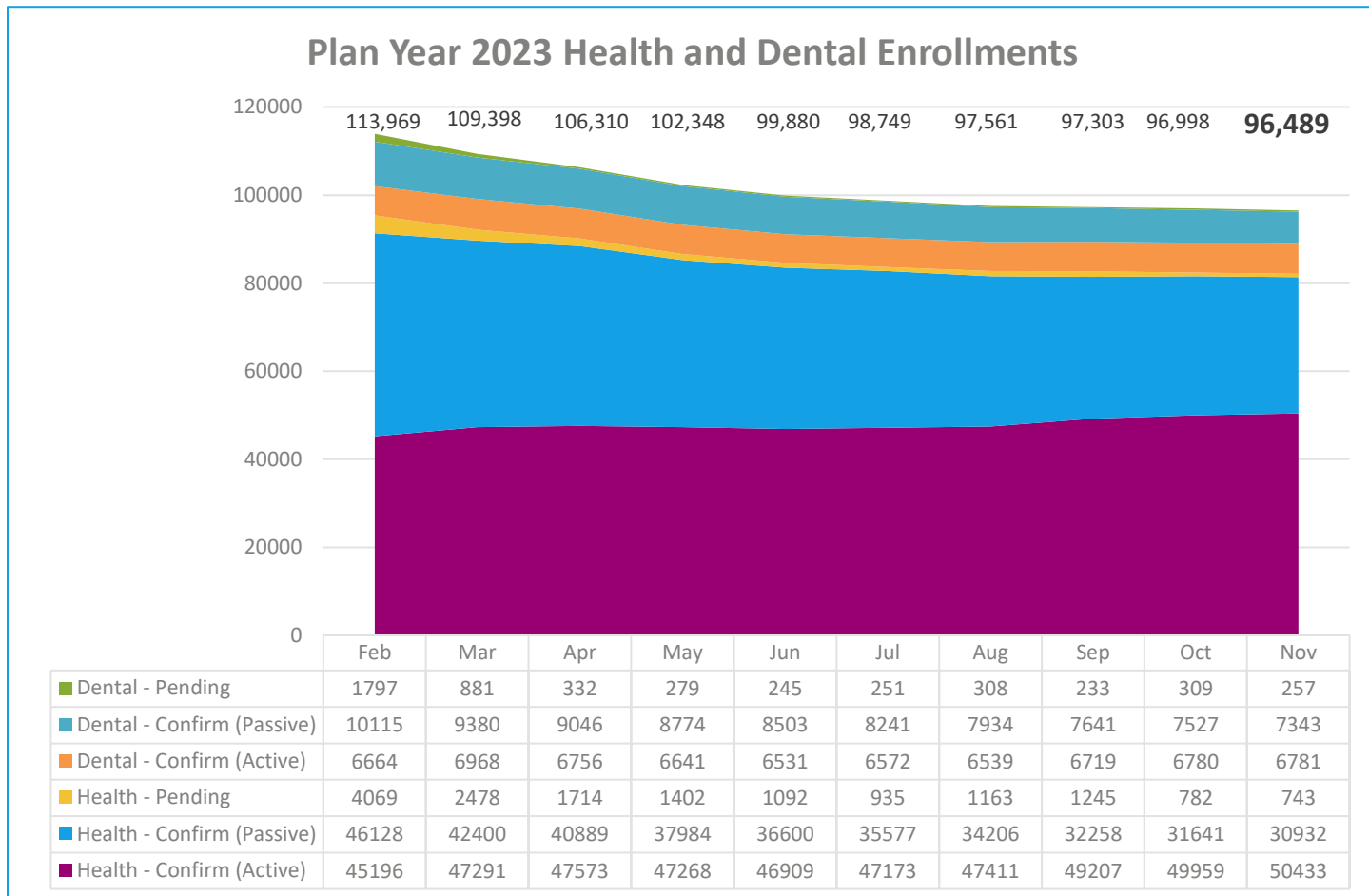
- *Intent to Sell* and *Intent to EDI Test* forms due in late March

April, 2024

- TBD

Health and Dental Enrollments

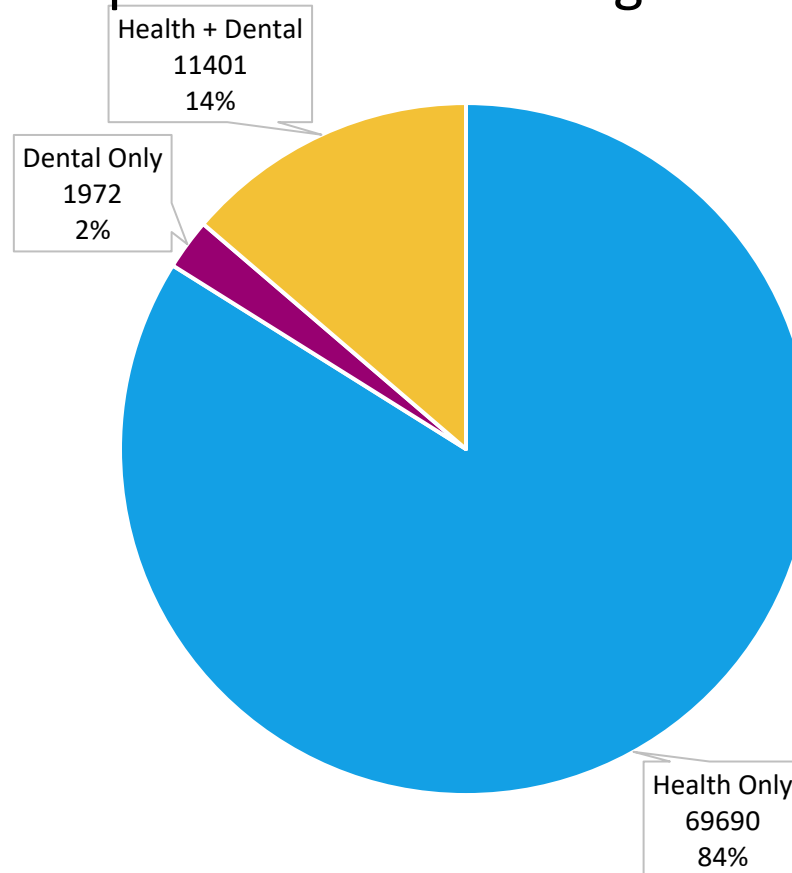
The figures in this table represent Plan Year 2023 Nevada Health Link enrollments in Pending or Confirmed status as of 11/01/2023. Terminated or Cancelled enrollments have been removed from these counts. Please note that consumers who are enrolled in both health and dental plans are counted twice in the monthly totals. A count of unique individuals is provided on the following slide.



Enrollees by Insurance Type

The figures in this chart represent unique, Plan Year 2023 Nevada Health Link consumers in Pending or Confirmed status as of 11/01/2023. Consumers enrolled in Terminated policies have been removed from these counts.

Unique Enrollees for August: **83,063**



Unique Enrollees for September: **84,386**

Open Enrollment Update


- This year's Passive Renewals job resulted in 80,767 unique enrollees being renewed into Health coverage for 2024, and 14,311 unique enrollees being renewed into Dental coverage for 2024.
- This represents a 99.5% Renewal Success Rate, SSHIX's highest ever.
- Post-Renewals reports were distributed to carriers over the past several days. These reports follow the same format as last year's post-renewals report.
- Between 11/1/2023—11/6/2023, SSHIX has processed 4364 Active Health Plan Selections and 689 Active Dental Plan Selections.
- As of 11/6/2023, SSHIX is tracking 81,464 unique Health enrollees and 14,712 unique Dental enrollees in Pending or Confirmed status.

Marketing & Communications Update

- The year we are expanding on our “Our Plans are made for Your Plans” campaign:
 - The campaign will be expanded with new video commercials reflecting key audiences including LGBTQ+ couple, and rural family.
 - Evolutions in the campaign will refresh the language, messaging and visual aspects of the campaign for a new open enrollment year
- Open Enrollment landing pages are updated:
 - <https://www.nevadahealthlink.com/open-enrollment/>
 - <https://www.nevadahealthlink.com/es/inscripcion-abierta/>
- New “En Espanol” Landing page: <https://www.nevadahealthlink.com/en-espanol/>

-JOIN THE 9 OUT OF 10-

**Who Got Financial Help
on Their Premiums**



**We Don't Just Help You
Find Health Insurance**

We Help You Pay For It

-ENROLL IN-

Health Insurance by Jan. 15

PLANS AS LOW AS **\$10**

**OUR PLANS
are made for
YOUR PLANS**

Marketing & Communications Update



Marketing & Communications Update

- Social Media Toolkits: <https://www.nevadahealthlink.com/toolkits/>
- All media placed – campaign videos updated on website & [YouTube](https://www.nevadahealthlink.com/media/media-assets/): <https://www.nevadahealthlink.com/media/media-assets/>
- 11/1/2023 Press Release announcing Open Enrollment and Nevada Health Coverage Day: <https://www.nevadahealthlink.com/wp-content/uploads/2023/11/NVHL-PR-PRS-OpenEnrollmentAnnouncement-23-V3.pdf>

November 1st

NEVADA HEALTH COVERAGE DAY

Raising awareness about the critical importance of health insurance and providing a starting point for Nevadans to explore their health care options.

November 1st marks the start of Open Enrollment in Nevada.



November RCNI Submission

- The next RCNI Submission Deadline is **Monday, November 20**.
- Returning carriers are expected to submit RCNIs for Plan Years 2023 and 2024 this month. New carriers are asked to please submit their first RCNI for Plan Year 2024. Plan Year 2022 is not required.
- 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
March 2023	Monday, March 20		X	X
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	
<u>November 2023</u>	<u>Monday, November 20</u>	<u>X</u>	<u>X</u>	
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

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

pmanagement@exchange.nv.gov

Please submit policy questions to Brooke Mills at:

kbmills@exchange.nv.gov