Silver State Health Insurance Exchange

Broker Focus Group:

Leaders of the Industry

Feb 1, 2023

nevada
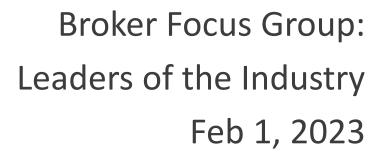**health link**

Agenda

- Introductions
- DMI Lists
- Broker Wish Lists
  - What Worked & Didn't Work
- NV Legislative Session
- Future meetings strategy/planning

Data Matching Issues (DMIs)

- SSHIX DMI process w/ Brokers
  - Broker access to DMI issues
  - Updated functionality – screen share
  - New info will be sent via Broker Newsletter
  - Broker responsibility
- NBPP – proposed
  - Open discussion

What Worked

- Get Insured is THE BEST! They (especially Aleah, Adeah, Chris, Delila, Gina, Marjorie, Myeisha and Samira) answer quickly, are great problem solvers and easily resolve issues. Whoever does their training is to be commended. Staying open until 7 p.m./on weekends for brokers was so appreciated and necessary.

- While connectivity (random logging out if you are idle for 10 seconds) remains an issue, overall, the website has better connectivity than previous years.

- Tracy and Rebecca provided timely monthly reports on who had documents due. The system in place for 2022 allowed brokers to get the issues corrected. Rebecca answered all calls and emails quickly, getting issues resolved and making our lives as brokers easier. She is paramount to our success!

- The addition of HPN autopay at time of enrollment was a game changer. This will greatly reduce the number of cancellations due to non-payment.

- Broker Connect worked well, regularly providing quality and timely leads.

- The plans themselves were fair, with a wide range of options for clients.

Broker Wish List

- Change client demographic data without creating a QLE condition or completing the application process.

- Agency managers (admins) need to be able to change Broker Connect Hours & availability w/in the agency portal.

- The letters clients receive now have the broker's name on them (YAY!!!!!). Please add our phone number and emails for easy reference purposes.

- Open the broker call line 8 AM. The 9 AM starting point meant we often couldn't hold appointments until 9:30 AM, knowing that we often had to take care of business first with GI (i.e. manual verifications, ticket follow ups, etc.)

- Reduce unnecessary information the call center staff are required to say during calls w/ brokers and consumers

- DOCUMENTS DUE! DMI reports 2x/month **The decision to not provide us with weekly reports and the decision to not retro-reinstate clients will literally kill clients**.

Legislative Session

- The 82nd Session of the Nevada Legislature will begin on Feb. 6, 2023
- SB 420 and BDR 41
- Automatic Voter Registration
- Open discussion

Future Meetings Strategy?

- Future meeting dates
- Keep virtual, or in person?
- Agenda items

Questions?

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Thank you for your participation and helpful feedback!