

Silver State Health Insurance Exchange

Broker Focus Group:
Leaders of the Industry
March 28, 2024



nevada
health link



Agenda

- Introductions
- Lookback at PY2024 Open Enrollment Metrics
- Broker Specific Metrics
- Wish List Discussion
- Medicaid Unwinding Update
- Tribal Sponsorship Update
- Public Option Update


Introductions

- Janel Davis, Chief Operations Officer
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- Justin Prazak, MA2, Policy Team
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Lookback at PY24 Open Enrollment Metrics

- 99,312 Unique Individuals enrolled in Health Coverage
 - Of those, 73,759 were re-enrollees from 2023, while 25,553 were new enrollees and 22,965 actively shopped to update or switch to a new plan
 - This year's enrollment numbers outpaced last year's totals by 3%
- 20,984 Unique Individuals enrolled in Dental Coverage
- 40% of health enrollees had net premiums that are \$100 or less
- 86% of health enrollees received a subsidy (APTC greater than \$0)

Broker Specific Metrics



Metric	2023	2024
Broker Assisted	57%	65%
Navigator Assisted	3%	3%
Non-Assisted	40%	32%

Broker Wish List Discussion

What Worked:

- Opening the broker line at 8:00 AM
- Documents due tab
- Overall great customer support reps at the call center for PY24 – abbreviated “fluff” during calls was appreciated

Enhancements or Requests:

- Lookup DMI for agency, not just brokers
- Change Broker Connect settings for agents
- Call Center Broker Line available after 5pm
- Reset agency passwords when call center is closed
- Notices – secure inbox issue
- Income Verification
- Platform Training – idea for a webinar
- Address field in exports separated into multiple fields instead of all in the same field
- Open tickets for clients under our agency
- Income reported drop down report



Medicaid Unwinding Update

- The overall “conversion rate” of referred consumers who end up enrolling in marketplace health coverage increased from 5% to 13% - 16%
- SSHIX is engaging in a SMS/text messaging campaign to referred consumers, leveraging relaxed FCC regulations which were implemented specifically to support the unwinding of the Public Health Emergency
- Your Health Idaho has used this tactic to achieve a 20-30% conversion rate



Tribal Sponsorship Update

- The TER Certification Curriculum has been successfully launched, and the first official class of TERs received their final training on the HIX platform on 2/14.
- The Aggregated Billing workflow successfully completed pilot testing last fall.
- Various policy questions related to claims processing for limited-cost share enrollments caused SSHIX to delay the official launch of the Tribal Sponsorship Program in late August of 2023, pending further discussion with the Nevada Division of Insurance.

Public Option Update

- Now NV Coverage & Market Stabilization Program
- On December 29, 2023, Nevada’s DHHS and DHCFP coordinated submission of the Section 1332 “Innovation Waiver” for the Public Option—now called the Nevada Coverage and Market Stabilization Program—to CMS, as mandated by SB 420.
- CMS recently determined the application to be complete and opened a 30-day comment period on February 13. The comment period will conclude on March 14.
- On January 2, 2024, Senator Robin Titus and a non-profit group called the National Taxpayers Union filed a lawsuit seeking declaratory and injunctive relief against the implementation of the Market Stabilization Plan, citing multiple alleged violations of the Nevada Constitution.
- In late February, the Attorney General’s Office and the Legislative Counsel Bureau each filed motions to dismiss the lawsuit, and a decision by the court regarding their wish to hear oral argument is not expected until late March.

Questions/Feedback

Please feel free to reach out to me at
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Thank you for your participation and helpful feedback!