

Silver State Health Insurance Exchange

Broker Focus Group:
Leaders of the Industry
August 2, 2023



nevada
health link



Agenda

- Introductions
- 23.6 roadmap review
- PHE flow chart review
- PHE Update
- Income verification
- Friday Health Plans – De-Cert Overview
 - Receivership/Litigation
 - SEP
 - Communications/Outreach
- Broker Fraud & Compliance
- Broker Intent to Sell & Certification
- Q&A

Introductions

- Janel Davis, Chief Operations Officer
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- Kaylynn “Brooke” Mills, Data & Health Resource Analyst
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- Rebecca Lomazzo, Broker Liaison
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- Katie Charleson, Communications Officer
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23.6 Roadmap Review

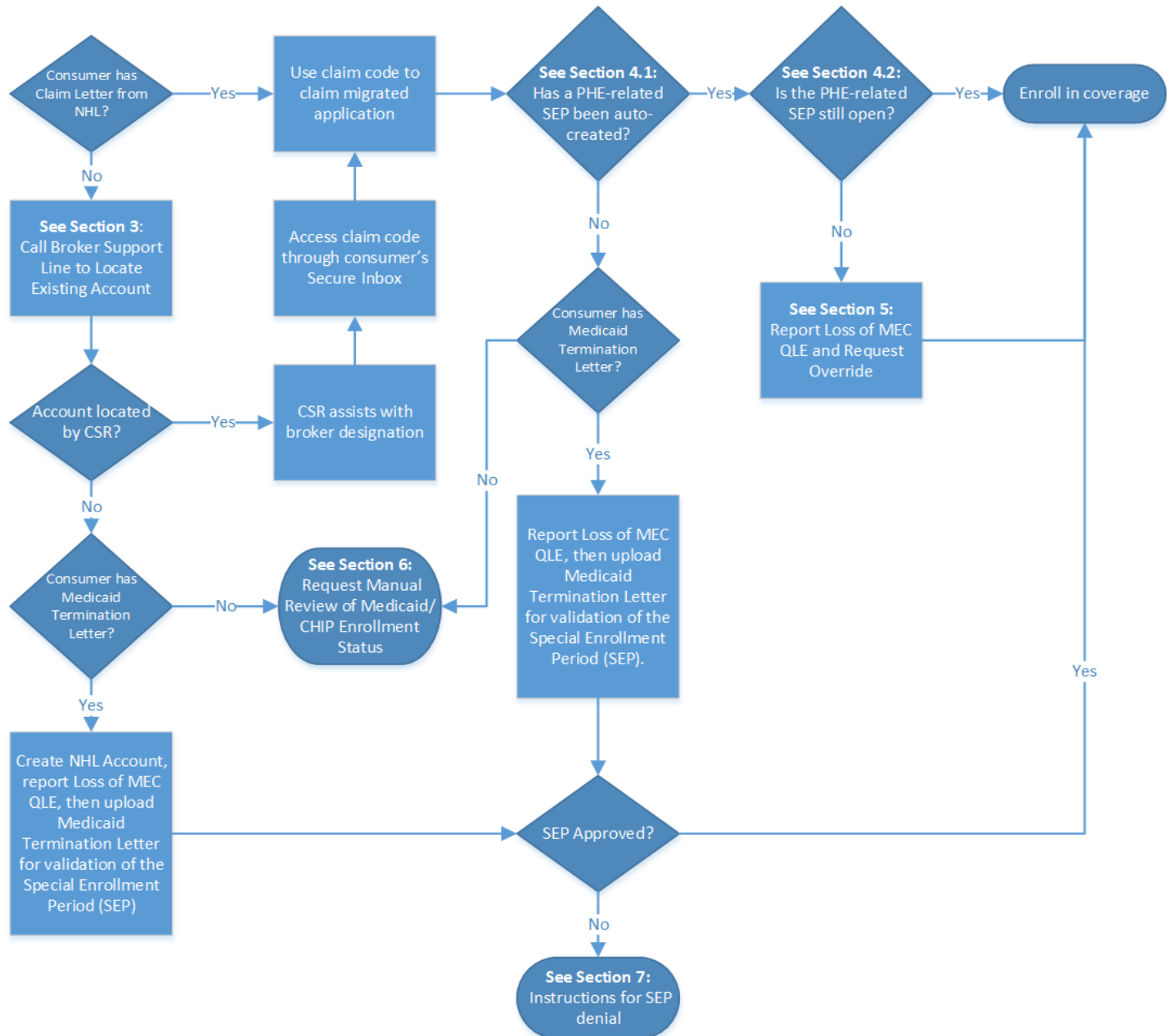
The 23.6 release was implemented on 06.21.23

- Member Level Disenrollment
- Broker book of business improvements to only load current year applications.
- Duplicate Enrollment checks

PHE Flow Chart Review

- Please review the Agent/Broker Guide for Public Health Emergency Eligibility Verification doc:
https://www.nevadahealthlink.com/wp-content/uploads/2023/07/Nevada-Health-Link-Agent-Broker-Guide-for-PHE-Eligibility_v1.0.pdf
- This Guide is intended to assist you in helping NV consumers who have lost Medicaid or may be losing Medicaid coverage due to the PHE.

Eligibility Verification Workflow



PHE Update & Data Submission

- As of 5/22/2023, SSHIX is now able to distinguish referrals based on the denial of an initial Medicaid/CHIP application from referrals based on the termination of existing Medicaid/CHIP coverage.
- The figures in the following table, which represent terminations only, are based on the June 1—June 30 reporting period.

Measure Title	Count
Consumers on Transfers or Referrals, Medicaid/CHIP Renewal	12,276
Consumers on Applications Submitted, Medicaid/CHIP Renewal	566
Consumers Eligible for QHP, Medicaid/CHIP Renewal	544
Consumers Eligible for QHP with Financial Assistance, Medicaid/CHIP Renewal	447
Plan Selections, Medicaid/CHIP Renewal	275
Number of Plan Selections with Financial Assistance, Medicaid/CHIP Renewal	259

Income Verification

When to use self-attestation vs LOE for income verification:

- Self attestation only accepted for those who are self-employed in terms of income verification
- The LOE form can be used by the consumer if they do not have documentation to verify their income
- Discussion/Questions?

Friday Health Plans – Decertification Overview

- DOI press release & FAQs
- Communication & Outreach
- SEP notice from FHP/Receivership
- Decertification letter from SSHIX



Reporting Friday Health Plans SEP

- If a consumer comes to you needing assistance with enrolling in a new plan due to the loss of Friday coverage you have two options.
- Option 1: You MUST call in to the Nevada Health Link Call Center for manual assistance. Please note that we understand this is a time-consuming process and not ideal but please be patient with us and the CSRs as this is a manual process for everyone at the moment. The Call Center will perform manual action to enable the ability to shop for new plans.
- Option 2: You may go into your client's account and term out their Friday Health Plan policy to 08.31.2023. You will then go to 'Edit Application' and continue through the application process.

Reporting Friday Health Plans SEP, cont.

- If NO changes are made to the application, you will be stuck in the 'Edit Application' mode and will need to call the Call Center to start the manual process as mentioned. IF changes are made to the application, you will be able to successfully select QLE reason "Loss of MEC." Once selected, you will need to contact the Call Center to do a QLE verification override if the consumer is On-Exchange.
- When enrolling a consumer losing Friday Health Plans coverage, please use QLE reason code: "Loss of MEC."
- If the consumer is enrolled through Nevada Health Link, they will NOT need proof to enroll, however you will need to call into the Call Center for QLE override.
- Consumers will be receiving an SEP notice letter from the Friday Health Plan Receivership indicating the loss of coverage – this letter/notice may be uploaded as proof of documentation for on and off- Exchange consumers.



Broker Fraud & Compliance

- Broker Agreement
- Fraud is happening – comms plan
- Questions a NVHL certified broker will ask you
- NVHL will NOT call you – do not input your phone number or private information onto a website
- NVHL will be working more closely with the NV Division of Insurance (DOI) regarding compliance issues moving forward

Intent to Sell Form & Certification

- Broker Intent to Sell is LIVE!
- Deadline to fill out the Intent to Sell is **Fri. Aug. 25th**
- Certification training link you will receive on 9/1/23 from trainer@learn.trakstar.com
- Questions? Email brokersupport@exchange.nv.gov



Resources for You

- Broker Newsletter – Read them, they're important
- Partner Toolkits:
<https://www.nevadahealthlink.com/toolkits/#public-health>
- Reference Materials & Tools for Agents/Brokers:
<https://www.nevadahealthlink.com/partner-resources/>
- Medicaid Unwinding/PHE Webpage:
<https://www.nevadahealthlink.com/medicaid/>

Questions?

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Thank you for your participation and helpful feedback!