

Category	Duties	SSHIX	DOI
Customer Service	Consumer Assistance Center	Lead	
	Consumer assistance – Insurance Contracts		Lead
	Consumer complaints - Insurance Contracts		Lead
	Consumer outreach	Lead	
Eligibility and Enrollment	QHP eligibility determination	Lead	
	QHP eligibility appeals	Lead	
	QHP enrollment through web portal	Lead	
Navigators	Role of Navigators	Lead	X
	Selection of Navigators	Lead	
	Certification of Navigators	X	Lead
	Coordination and training of Navigators with other medical assistance/social service programs	X	
QHPs and SADPs	Determination of Essential Benefits	X	Lead
	Design of certification requirements	Lead	X
	Certification of QHPs and SADPs*	Lead	
	Monitoring of QHPs and SADPs*	Lead	
	Recertification/decertification of QHPs and SADPs*	Lead	
	Review and approval of all Plan Management Templates for QHPs and SADPs*	Lead	
	Transfer of QHP and SADP* data to federal hub	Lead	
	Review and approval of QHP and SADP rates		Lead
	Review and approval of QHP and SADP forms		Lead
	Review and approval of plan actuarial value		Lead
	Establishment of QHP and SADP* service areas	Lead	
	Establishment of rating territories applicable to all non-grandfathered individual and small group health benefit plans		Lead
	Identification of discriminatory plan benefit designs		Lead
	Determination of meaningfully different plan designs		Lead
	Establishment and enforcement of network adequacy standards		Lead
	Monitoring of QHP and SADP* accreditation and quality	Lead	

Category	Duties	SSHIX	DOI
	Establishment and enforcement of marketing standards for the broader commercial market and/or Exchange	X	Lead
SHOP Exchange	Determination of minimum participation and contribution requirements for employers	Lead	
Financial Management	Tracking of advanced premium tax credits	Lead	
	Financial transaction process for Navigator grants	Lead	X
	Development of Exchange financial sustainability plan	Lead	X

*Does not apply to SADPs sold only off exchange