Silver State Health Insurance Exchange

Presentation to
Broker/Agents and EEFs

March 26, 2019

nevada health link

Agenda

- SSHIX Introductions
- Progress-to-Date on SBE Transition Project
- Transition-Related Web Page for Enrollment Partners
- Training Software - Summary
- Training timelines & Certification for Brokers and Navigators – July/August 2019
- Q&A
- Contact Information

SSHIX Introductions

Heather Korbulic
Executive Director

Ryan High
Chief Operations Officer

Rosa Alejandre
Navigator (EEF) Program Manager

Rebecca Lomazzo
Broker Liaison

Janel Davis
Communications Manager

Russell Cook
Information Systems Manager

Eric Watt
SBM Transition Project Manager

Athena Cox
Information Technology Analyst

Progress-to-Date on Transition

- Application File Transfer Update
- Information Security Plan Update
- Federal Data Services Hub Update
- Quarterly Operational Readiness Review with CMS
- Training and Certification Update

New Transition Related Web Pages

https://www.nevadahealthlink.com/partners-transition/

This page will provide a definitive source for:

- A schedule of upcoming web meetings
- Slides from previous web meetings
- Transition-related reference materials:
  - ➢ Forthcoming Broker/EEF Training Guides
  - ➢ Forthcoming User Manuals for the Nevada Health Link SBE Platform

Training Software - Summary

- The Exchange has researched six potential software vendors and spoke with two other states and has narrowed its selection down to the top three.

- The Exchange will select a vendor in April and expects to roll out the online training in July 2019.

Training Timelines & Certification

- Training Will Be Open to All Agent/Brokers and EEFs, Including But Not Limited to Agent/Brokers and EEFs on Both Nevada Health Link's and CMS' In-Person Assister Tools.
- Communication Regarding Training Will Go Out to Agent/Brokers and EEFs in **May/June**.
- An In-House Exchange Training Will Be Held in **Early July** at Exchange Offices.
- Training Materials Will Be a Combination of CMS Training Content and GetInsured System/Application Content.
- Pass Rate Requirements Will Be Similar to CMS' 80% With a Certificate Provided.
- Training and Certification Will Be Open **July and August**.
- DOI Active License and an Updated Broker Code of Conduct Will Be Required of Brokers to Sell on the Exchange.

Q & A

Q: With the GetInsured platform, will the new platform be available in Quotit?

A: While the Exchange appreciates advances in WebBroker enrollment technology, the only enrollment solution available to Agent/Brokers for PY 2020 will be the GetInsured platform on Nevada Health Link. The functionality of this new system will offer improvements over healthcare.gov's functionality with Agent/Broker's features similar to, or even better than, today's popular WebBroker tools, such as: Agent Account Creation, Agent Dashboard, a robust Book of Business lookup/filter tool, Consumer Designation of an Agent/Broker, and Consumer Shopping.

Q: What happens to clients that called the federal exchange to enroll several years ago that may not have a user name and password to log in to the healthcare.gov website. How will these members be brought over to the state exchange and how will I be able to see her since my NPN is not on the healthcare.gov website?

A: Brokers will be able to view all consumer data from their "Book of Business," but only if there is a "connection" between the Broker and their client in the form of the NPN on the client's account. For any consumers that Agent/Brokers wish to confirm or have questions about, Agents/Brokers will have the new ability to search and filter consumers based on name, application type, issuer name, current application status, next steps, due date, or application year to ensure that they are included in their book of business. Additionally, if there is no connection via NPN, then once the consumer is informed that they can log onto the SSHIX system and "Claim" their account, they will have the option to start a new account with SSHIX and assign the Agent/Broker to their account. There will be tutorials for consumers, and Agent/Brokers will be trained on how to work with their consumers to accomplish this should the need arise.

Q & A

New Questions?

Contacting the Exchange

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