

Silver State Health Insurance Exchange

Presentation to
Brokers and EEFs

June 25, 2019



nevada
health link

Agenda

- SSHIX Introductions
- Progress-to-Date on SBE Transition Project
 - Technology
 - Call Center
- Defining EEFs and Brokers
- Defining Returning vs. New Brokers
- Key Dates for Returning Brokers
- Consumer/Broker Data Migration Process
- Key Dates for New Brokers and EEFs
- Key Dates for Consumers
- Online and Telephonic “Broker Connect” Referral Features
- Q&A
- Contact Information



SSHIX Introductions

Heather Korbolic

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

- Technology
 - Security Assessment Report to CMS and System Security Report to IRS
 - EDI Testing
 - User Acceptance Testing
- Call Center
 - Hiring and Training First Class of CSRs started
 - Call Center Operations Policy Complete
 - Go-Live Date September 4th

Defining EEFs and Brokers

The SBE Platform distinguishes between two separate user roles for enrollment assisters:

Exchange Enrollment Facilitators (EEFs)

- EEFs include Navigators, In-Person Assisters, and Certified Applications Counselors (CACs)
- EEFs can be a consumer role-player to provide assistance with application, enrollment, and account maintenance transactions
- EEFs are eligible for listing in the online Enrollment Assistance Lookup tool

Brokers

- Brokers can be a consumer role-player to provide assistance with application, enrollment, and account maintenance transactions
- Brokers are eligible for listing in the online Enrollment Assistance Lookup Tool
- Brokers are also eligible for inclusion in the telephonic “Broker Connect” feature, which allows consumers to be connected directly to a participating Broker through our call center’s IVR system
- NPN numbers for Brokers will be included on EDI transactions with insurance carriers to facilitate commission payments

Defining “Returning” vs. “New” Brokers

Returning Brokers are those who assisted at least one consumer with a Plan Year 2019 enrollment during OEP (per HealthCare.gov records)

- This population will maintain existing relationships with consumers for whom they are the designated Enrollment Professional as of 8/15/2019

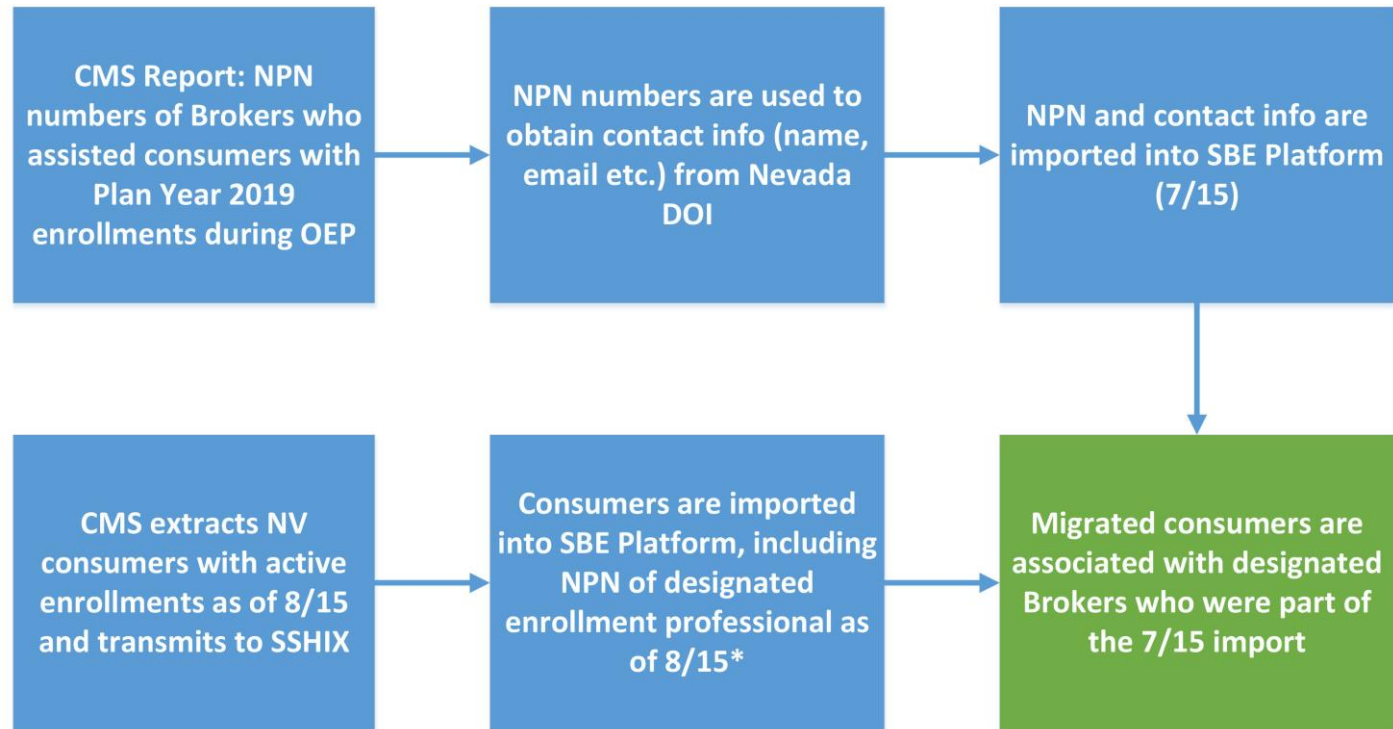
New Brokers did not assist any consumers with a Plan Year 2019 enrollment during OEP. This group includes:

- Agents/Brokers who have never assisted a consumer with an enrollment through HealthCare.gov
- Agents/Brokers who may have assisted consumers with enrollments for Plan Year 2018 or prior, but who did not assist consumers during Plan Year 2019 OEP
- Agents/Brokers who may have assisted consumers with SEP enrollments for Plan Year 2019, but who did not assist consumers during Plan Year 2019 OEP

Key Dates for Returning Brokers

- **7/8/2019:** Invitations for online certification curriculum (Mindflash) are emailed; *Returning Broker Transition Guide* is posted to nevadahealthlink.com/partners-transition
- **7/15/2019:** Invitations are emailed for SBE platform user accounts; Brokers can access platform to complete registration/broker profile.
- **8/9/2019:** Deadline for completion of certification curriculum (Mindflash) and user account registration (SBE Platform). Once all modules and test questions are successfully completed you will receive a Certificate of Completion and Rebecca - as the SBE Platform Broker Administrator - will review test scores, acknowledgements, and DOI license status and “certify” newly trained brokers in the SBE platform
- **8/15/2019:** Import of migrated consumers to SBE platform begins; associations with designated enrollment professionals are created between 8/15—8/31
- **9/4/2019:** “Soft Launch” of SBE platform; returning brokers can verify migrated book of business

Consumer/Broker Data Migration Process



**Please Note: In order to maintain designation relationships, Brokers who assisted consumers during Plan Year 2019's OEP must be actively designated by their consumers as of 8/15*

Key Dates for New Brokers and EEFs

- **8/15/2019**: Invitations for online certification curriculum (Mindflash) are emailed; SBE Platform available for self-service account creation; *Broker On-Boarding and Certification Guide*, *Broker User Reference Manual*, *EEF On-Boarding and Certification Guide*, and *EEF User Reference Manual* are posted to nevadahealthlink.com/partners-transition
- **9/4/2019**: “Soft Launch” of SBE platform; *certified* Brokers and EEFs* can begin accepting consumer designations
- **9/30/2019**: Deadline for completion of certification curriculum (Mindflash)

** Please Note: In order to be “certified” Brokers and EEFs must have completed both the online certification curriculum (Mindflash) and the user account registration process (SBE Platform), as defined in their respective On-Boarding and Certification guides*

Key Dates for Consumers

- **9/4/2019**: “Soft Launch” of SBE Platform; migrated application data is “frozen” to prevent conflicts with HealthCcare.gov; migrated consumers without a designated enrollment professional can make a designation; migrated consumers who have not provided consent for auto-renewal can do so; *Nevada Health Link Transition Guide* posted to nevadahealthlink.com
- **10/1/2019**: “Window Shopping” available for anonymous plan comparison
- **10/15/2019—10/31/2019**: Auto-renewal batch jobs run; enrollment professional designation and consent for auto-renewal are “frozen” in order to prevent conflicts with auto-renewal job
- **11/1/2019**: OEP begins; migrated consumers can edit/modify application data and submit new enrollments; new consumers can create user accounts, designate enrollment professionals, and submit applications/enrollments

Online and Telephonic “Broker Connect” Referral Features

- Brokers and EEFs will be listed in the SBE Platform if a profile is created and certified by Rosa or Rebecca.
- Brokers will be listed in a telephonic “Broker Connect” referral system if a profile is created and certified by Rebecca.
- Brokers and EEFs will have the ability to opt-in or opt-out of these referral systems through their SBE Platform Profile page.
- **NOTE:** Brokers who charge a fee for on-Exchange plans will be able to create a profile and manage their book of business, but will not be listed in either the online or telephonic “Broker Connect” referral services.

Q & A

Q: What does a consumer need to do to report a life change event between September 4, 2019 to the end of the plan year?

A: All changes impacting 2019 enrollments must be reported to Healthcare.gov. If the change is being reported on 10/1/19* or later it must also be reported to Nevada Health Link during open enrollment. *Nevada Health Link will receive a “catch-up” data file from CMS on 10/1/19 to capture any changes reported to HC.gov 8/15-10/1/2019

Q & A

New Questions?



connecting you to health insurance

Contacting the Exchange

Navigator (EEF) Program Manager

Rosa Alejandre

ralejandre@exchange.nv.gov

702-486-5266

Broker Liaison

Rebecca Lomazzo

rlomazzo@exchange.nv.gov

702-486-5264

Executive Director

Heather Korbolic

hkorbolic@exchange.nv.gov

775-687-9938