

State of Nevada

Silver State Health Insurance Exchange
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Nevada Health Link State Based Exchange Platform

Issuer Representative On-Boarding Guide

July 15, 2019

Version 1.0

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1. Overview

The Issuer Representative role is responsible for maintaining accurate, up-to-date information for the Issuer Organization (i.e. the Insurance Carrier), and for verifying the accuracy of health/dental plan data during the annual Plan Certification process. This guide is intended to provide a streamlined description of the steps required for Issuer Representatives to gain access to the Nevada Health Link State Based Exchange (SBE) Platform.

A detailed User Reference Manual describing all of the functions available to the Issuer Representative, including verification of plan data during Plan Preview, is available for download from Nevada Health Link's Carrier Resource page: <https://www.nevadahealthlink.com/partner-resources/carriers/>. This page also provides a link to a comprehensive Plan Certification Guide, which describes the coordination of roles and responsibilities between Issuers, the Silver State Health Insurance Exchange (SSHIX), and the Nevada Division of Insurance (DOI) during the annual Plan Certification process.

2. Registering an Issuer Organization

This section is intended for Issuer Organizations who have not been previously registered in the SBE Platform. Before individual user accounts can be created some basic information must be populated into the system.

If any individuals within your Organization have been previously granted access to the SBE Platform then your Issuer Organization has already been registered. For information on requesting additional user accounts please proceed to Section 3.

If this is the initial access request for your Issuer Organization please send an email to pmanagement@exchange.nv.gov (SUBJECT: New Issuer Registration), and include the following information:

- Name of Issuer Organization
- Issuer HIOS ID
- NAIC Company Code
- NAIC Group Code
- Business Address

Requests for New Issuer Registration must be accompanied at least one request for an individual user account. This individual will be designated as the "Primary Contact" for your Issuer Organization. If multiple user accounts are requested please specify which user should be designated as the "Primary Contact."

Each user account request should include the information described in Section 3, including a signed copy of the [SSHIX Acceptable Use Agreement](#) for each individual. This information should be included within the "New Issuer Registration" email.

3. Requesting an Individual User Account

For Issuer Organizations who are already registered in the SBE Platform, new Issuer Representatives must request access to the SBE Platform from the SSHIX Plan Certification Manager. Please send an email to pmanagement@exchange.nv.gov (SUBJECT: New Issuer Representative Account Request), and include the following information:

- Name of Issuer Organization
- Issuer HIOS ID
- First Name
- Last Name
- Title
- Phone Number (must be able to receive inbound calls or text messages)
- Email address

New Account Requests must also include a signed copy of the [SSHIX Acceptable Use Agreement](#) as an email attachment. PDF format scans are preferred, but hi-resolution photographs of the signed agreement are also acceptable.

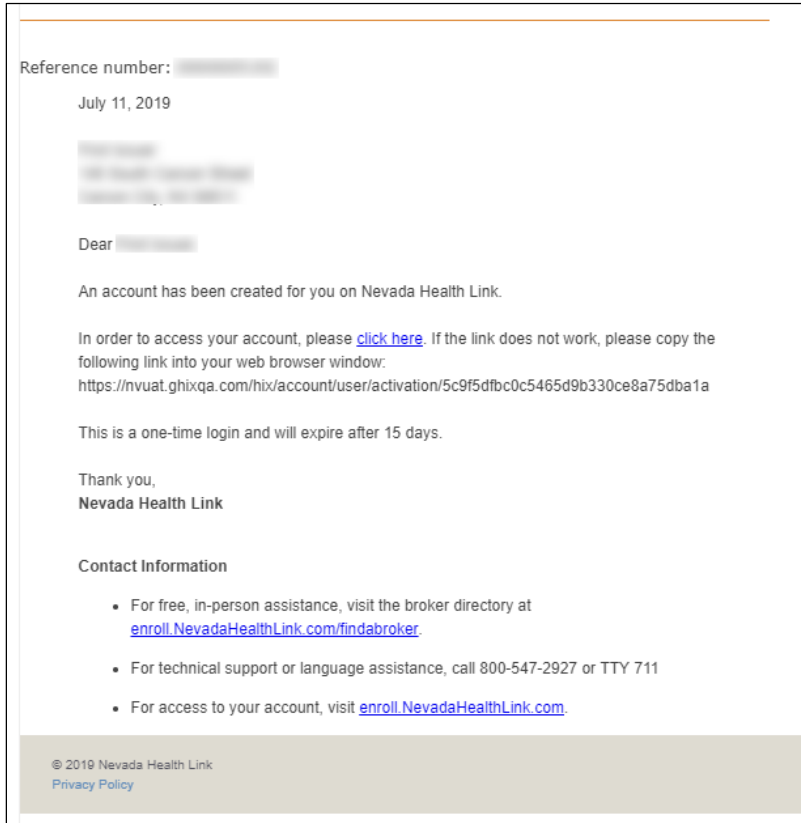
Each Issuer organization is allowed up to three (3) Issuer Representative accounts. If additional user access is required then the Issuer must email the SSHIX Plan Certification Manager at pmanagement@exchange.nv.gov to request the de-activation of an existing account.

4. User Account Registration

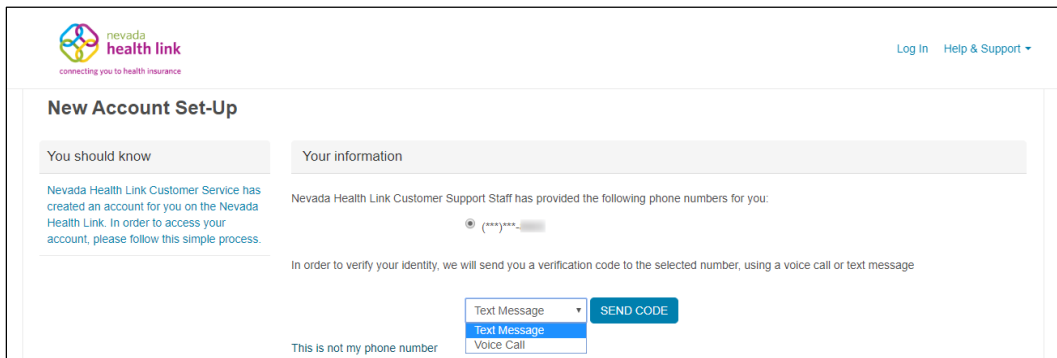
Upon approval of the New Account Request, the Plan Certification Manager will create a new user account on the SBE Platform. The Platform will then send an email invitation to the new user with a link for completing the account registration process. The following sections describe the steps required to complete the account registration process.

4.1 Verification of Email/Phone Number

- Step-1: Open email invitation received from noreply@exchange.nv.gov and click on the provided link. If the link does not work, copy and paste the full link text into a new web browser window. **PLEASE NOTE:** The link is time-sensitive and will expire after 15 days. If your link expires please email the SSHIX Plan Certification Manager at pmanagement@exchange.nv.gov to request the re-sending of the activation email.



- Step-2: Select a verification method (either 'Text Message' or Voice Call') and click on 'Send Code' to receive a verification code on the associated phone number.



- Step-3: Enter the received verification code and click on 'Verify'.

nevada health link
connecting you to health insurance

Log In Help & Support

New Account Set-Up

You should know
Nevada Health Link Customer Service has created an account for you on the Nevada Health Link. In order to access your account, please follow this simple process.

Your information
Nevada Health Link Customer Support Staff has provided the following phone numbers for you:
 (***)-***-****
 In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

Text Message **SEND AGAIN**

This is not my phone number
 Verification Code **VERIFY**

4.2 Completion of Account Set-Up

- Step-1: Enter the basic Issuer Representative information, set up a security question and new password. Click on the box next to 'I have read and agree to the Privacy Policy', and click on 'Submit'.

New Issuer Representative Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Phone Number *

Security Question

Security Question *

Set Password

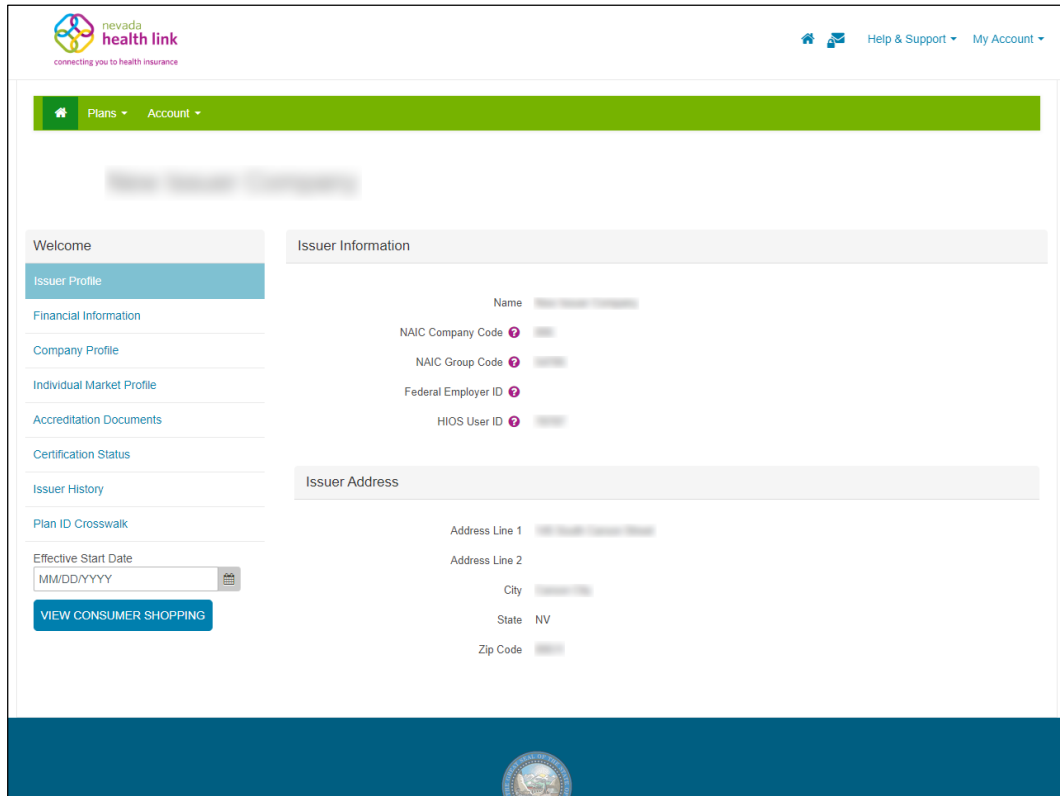
Password *

Confirm Password *

I have read and agree to the Privacy Policy

SUBMIT **CANCEL**

- Step-2: Welcome to the Issuer Representative Home Page.



The Account Registration process is now complete. For more information on the Issuer Representative user role, including a detailed User Reference Manual, please visit Nevada Health Link's Carrier Resource page at <https://www.nevadahealthlink.com/partner-resources/carriers/>.

Document Revision History

Version	Issue Date	Changes	Drafted	Approved
1.0	July 15, 2019	Initial Release	Vinit Yagnik	Russell Cook