

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

July 9, 2019



nevada
health link

Introductions - SSHIX

Heather Korbolic – Executive Director

hkorbolic@exchange.nv.gov

Ryan High – Chief Operations Officer

rhigh@exchange.nv.gov

Russell Cook – Information Systems Manager

rwcook@exchange.nv.gov

Eric Watt – Project Manager

w.eric.watt@exchange.nv.gov

Jamie Sawyer – Plan Certification Manager

jlsawyer@exchange.nv.gov

Agenda

- Progress Since Last Meeting
- Update on EDI Testing
- Payment Re-Direct Testing
- Consumer Messaging
- User Account Registration for SBE Platform
- CMS Presentation on SBE Accounting/Reporting
- Q&A

Progress Since Last Meeting

- Presentation materials from 6/11 Monthly Meeting have been posted to <https://www.nevadahealthlink.com/carrier-transition/>
- Phase I of EDI Testing successfully completed (Plan Year 2019 data)
- Review of Plan Year 2020 filings is ongoing
- As part of CMS' required contingency plan, Plan Year 2020 filings were transferred from SERFF to HIOS. This one-time transfer was intended only to capture the initial filings and will not require continuous updates as plan data is revised.

Update on EDI Testing

- Phase II of EDI Testing begins July 15th (Plan Year 2020 data)
- Test Scenario 16 (renewals) will occur during September. This scenario was delayed due to dependencies with CMS' test data and carrier-submitted crosswalk tables. SSHIX will provide additional information regarding scheduling and test configuration during the August 6th monthly meeting.
- Carriers can email Eric Watt (w.eric.watt@exchange.nv.gov) to request assistance with EDI testing or to schedule a one-on-one phone meeting.

Payment Re-Direct Testing

- Payment Re-Direct testing is scheduled for August 28—September 20
- Payment Re-Directs will use SAML 2.0/TLS 1.2 (HTTP Post)
- GetInsured will provide security certificates at least one week prior to the start of testing
- Production Re-Directs will originate from enroll.nevadahealthlink.com
- Test Re-Directs will originate from nvuat.ghixqa.com

Consumer Messaging

- SB 481 (2019 Legislative Session) requires carriers to provide specific messaging to consumers, however the Bill's text references the Nevada Health Link call center's current phone number, which will be de-commissioned in September
- The SSHIX Executive Director is currently working with Nevada's Legislative Counsel Bureau to update this text with the new phone number
- Carriers are advised to use the copy on the following slide
- Also, please find Nevada Health Link's Brand Standards Guide, located on our website:
<https://www.nevadahealthlink.com/media/media-assets/>

Consumer Messaging

Suggested copy for direct mail notifications and website:

Beginning November 1, 2019 Nevada residents will no longer use HealthCare.gov for enrollment in Nevada Health Link health and dental plans. NevadaHealthLink.com is the only site for Nevadans to enroll for plan year 2020 and beyond. For more information please visit www.NevadaHealthLink.com or call 1-800-547-2927 TTY 711.

All questions or issues related to plan year 2019 or any other previous plan year will need to be directed to HealthCare.gov for resolution. Nevada Health Link will be responsible for plan year 2020 and on-going.

User Account Registration for SBE Platform

- Beginning July 15th, the SSHIX Plan Certification Manager will contact carrier organizations to coordinate the initial user account creation process for the SBE Platform
- Access to the Platform for Plan Management/Certification will be limited to three (3) individuals per carrier/HIOS ID.
- Carrier representatives must sign and return the SSHIX [Acceptable Use Agreement](#) before access will be granted.

Key Dates for SBE Platform

- **July 15—August 2**: SSHIX Plan Certification Manager will work with carriers to establish and configure data for their carrier organization. SSHIX will provide carriers with Onboarding instructions to gain access to the platform
- **August 5—August 23**: “Plan Preview” available in Production environment
- **August 15—August 31**: Import of migrated consumers from HealthCare.gov; existing relationships with designated Agents/Brokers will be maintained.
- **September 4th**: Soft Launch—SBE Platform is available to public. Migrated consumers can claim their applications and configure their user accounts.



CMS Presentation on SBE Accounting/Reporting

- CMS will provide recurring presentations every other Wednesday, starting Wed. 7/10 at 2:00-3:00pm EST

Questions and Answers

Please submit written questions to Eric Watt,

Project Manager:

w.eric.watt@exchange.nv.gov