

Silver State Health Insurance Exchange

Presentation to
Brokers and EEFs

July 30, 2019



nevada
health link

Agenda

- SSHIX Introductions
- Progress-to-Date on SBE Transition Project
 - Technology
 - Call Center
- Broker Line Active
- Certification/Training/Account Profile Setup
- Key Dates
- BrokerConnect Update
- Consumer Communications
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SSHIX Introductions

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Executive Director

Ryan High

Chief Operations Officer

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Navigator (EEF) Program Manager

Rebecca Lomazzo

Broker Liaison

Janel Davis

Communications Manager

Russell Cook

Information Systems Manager

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SBM Transition Project Manager

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Information Technology Analyst

Progress-to-Date on Transition

- Technology
 - Carrier Plans Transferred and Carrier Plan Preview Forthcoming
 - EDI Testing Ongoing
 - User Acceptance Testing Ongoing
- Call Center
 - **1-800-547-8156** Open for Broker and EEF technical support
 - Start Date of Second Class of 14 CSRs – 8/5/19
 - Exchange is Closely Monitoring Call Center Activity

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

Broker Line Active

- **BROKER LINE** - (800) 547-8156
- Currently servicing GI account profile creation **ONLY** of those Brokers already invited to take Training and Certification.
- As New Brokers are invited to take Training and Certification on or about August 19th, then the Call Center can start servicing those specific groups of Brokers for account creation.
- **BROKER LINE** Call Center Hours during OEP are:
 - Monday – Friday 9 am – 7 pm, Sat 10 am – 3 pm
- **BROKER LINE** Call Center Hours during SEP are:
 - Monday – Friday 9 am – 5 pm
 - Closed Saturdays and Sundays during SEP

Certification/Training/Account Profile Setup

- Emails to Returning Brokers has been sent from the Exchange and multiple partners instructing/reminding Returning Brokers to complete training and create their agent account profiles in the GI system by August 9th in order to have their book of business successfully migrated.
- New Brokers will have the opportunity to begin certification/training/account profile setup after August 19th
- Returning Broker training is taking 2 – 3 hours on average.
- Once training is complete on the Mindflash system, Brokers are required to complete their profile on GI's system. Nevada Health Link's call center can support brokers with any account creation questions at **1-800- 547-8156** (Press 5 for technical assistance) Press 1 and you will be directed to Exchange staff.
- What happens if you miss the August 9th deadline.
- NVHL Enrollment Partners and optional CMS training

Key Dates

- **8/9/2019:** Deadline for Returning Broker 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
- **8/19/2019:** Invitations for online certification curriculum (Mindflash) are emailed to New Brokers; 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; Returning Brokers can verify migrated Book of Business; migrated application data is “frozen” to prevent conflicts with healthcare.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

** 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*

BrokerConnect Update

- BrokerConnect is the program for Brokers who have opted in on their GI profile setup to receive referral calls via the telephonic BrokerConnect platform (i.e., checking “Clients Served”).
- The call will always come from **1-800-547-2927**. Please add this number to your contacts.
- Each Broker’s phone will ring for 10 seconds (3-4 rings) before it gets transferred to the next Broker. When receiving a call from BrokerConnect, please pick up the call as fast as possible to not lose the lead to the next Broker.
- We encourage you to use your mobile number for BrokerConnect the lead call is not directed to an office IVR system, and possible causing the caller to drop off the call.
- To be included in the program, the Brokers need to make sure that they:
 - Sign up for the Program by making sure that “Clients Served” is checked in their Account Profile, and
 - Hours of availability for each day is noted.

Consumer Communications

- **Sept. 4** – Consumers invited to claim their migrated user account, create account, update consent to auto enroll and designate an agent/broker/EEF.
- **Sept. 12, 19, 26** – Nevada Health Link to send reminder emails to those NV consumers who received an account activation code to claim their account.
- **Oct. 1** – Any consumers who have still not claimed their accounts on Oct. 1 will receive a second copy of this notification. Existing and new consumers can preview plans and prices on the SBE platform, i.e., “Window Shop.”
- **Oct. 11** – SBE platform “freeze” or read-only period for migrated consumers to update consent or designate an agent/broker. Window shopping remains available.
- **Oct. 15** – Auto-renewal process begins.
- **Nov. 1 – Dec. 15** – Open Enrollment Period “Peace of Mind” campaign.
- Open Enrollment Prep Sessions: different format than previous years. Three sessions each day available to discuss transition messaging and provide resources. Las Vegas: **Sept. 17th**, Reno: **Sept. 24th**.
- Nevada Health Link website updates will be live on **Sept. 4th**.
- Call Center open to consumers on **Sept. 4th**.
- Stakeholder talking points – **coming soon**
- FAQ distribution at Prep Sessions.

Q & A

Q: How is the Exchange working with non-Resident Brokers?

A: There are a number of Nevada Division of Insurance licensed non-residential Brokers that are currently servicing Nevada consumers. The Exchange anticipates that these valued Nevada consumers expect to be serviced by their current Brokers of record, therefore we have invited those returning non-residential Brokers to take our training and certification class. In the case that a consumer's current non-residential Broker of record decides to not participate in the Exchange's training and certification process the Exchange allows a consumer to 1) search the Exchange directory to be referred to a trained and certified Enrollment Professional within their Nevada zip code, and/or 2) designate a trained and certified Broker of their choice if they already have one in mind. In fact, the Broker lookup tool is zip code specific and residential Broker-focused, meaning Nevada residents will be referred to residential Brokers closest to their Nevada zip code.

Q & A

New Questions?

Contacting the Exchange

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