



# Silver State Health Insurance Exchange

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## AGENDA ITEM

For Possible Action

Information Only

**Date:** September 19, 2019  
**Item Number:** VI  
**Title:** State Based Exchange Transition Update

### PURPOSE

This agenda item is being submitted to provide the Board of Directors with an update on the progress of Nevada’s State Based Exchange Transition Project.

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## PROJECT STATUS

The project status is GREEN.

The status of a project this size and complicated is often Yellow, and it is not uncommon for it to be Red periodically. This project has been Green with dips into Yellow occasionally and through great team efforts, we have not seen Red. This speaks volumes of the people on the project in SSHIX, GI as well as our partners in DWSS.

The Exchange received a Conditional Approval Letter on August 16<sup>th</sup>. In it, CMS recognized the Exchange's readiness to become a State Based Exchange for Plan Year 2020. They officially recognize that Nevada Health Link will not be operating on the Federal Platform for Plan Year 2020. This is a vote of confidence in the work the Exchange and stakeholders have done and will continue to do in order to ensure this project is a success.

The great news is that the successful Soft Launch occurred September 4<sup>th</sup>. During this phase Nevada Health Link's existing customers will be given a chance to claim their account, designate an Agent/Broker (if they do not already have one), and indicate if they would like to auto renew their policies and for how many years. This will be available until October 14. We sent invitation emails to consumers on September 3<sup>rd</sup> and 4<sup>th</sup>, inviting them to;

1. Claim their accounts
2. Update passwords
3. If they did not have a designated Agent/Broker, select one and
4. To indicate a passive auto renewal if they so desired along with the number of years to automatically renew.

The Soft Launch also allowed the Agents/Brokers (A/B) to get to see their "Book of Business" (BOB). All those consumers who had designated an A/B on Healthcare.gov for 2019 are listed on their BOB.

As of September 9<sup>th</sup>, 15,079 of the sent emails had been opened and 1,597 had claimed their accounts. The Soft Launch was a resounding success.

The largest risk originally facing this project, was the required migration of Nevada's data from CMS. That data in CMS is not housed in State by State server easily extracted and capable of being sent over in a few large thumb drives. It is co-located with all the other States data. Months of discussion, testing and planning got us to the point of a satisfactory plan. Stage one was executed successfully on August 15<sup>th</sup>, with only a small amount of accounts requiring attention. This has been the basis of our "Soft Launch". The next "catch-up" data load will be October 1<sup>st</sup>.

The second highest risk was the submission of the Security Assessment Report for CMS (achieving the Authority to Connect {ATC}) along with the submission of the Safeguard Security Report to the IRS for their approval. The IRS gave us their approval via email on 9-06-19.

It is with great confidence that I report that these two extremely important milestones will be achieved by October 15<sup>th</sup>, while we continue to push for completion prior to October 1.

## **PMO STATUS**

When we last shared an update we had relatively new additions to the PMO. Since that point in time the three additions to the staff have proven to be excellent hires and invaluable to the success of this project. They all hit the ground running with a laser focus on their tasks;

Create training courses for Returning Agents/Brokers, new Agents/ Brokers as well as CEC's (CAC's Navigators etc.)

Create numerous onboarding guides (Agent/Brokers, EEF/CEC's, Issuer Representatives), User reference manuals, Process Flow Diagrams and other guides.

Set up and start User Acceptance Testing (UAT) for each software release, focused on User rolls, and coordinate with GI on bug tracking and resolution.

The PMO is also overseeing work being done by our Security Assessment Report Vendor working on documentation to support our Authority to Connect as well as the group providing Independent Verification & Validation (IV&V) services monitoring specific GI testing with CMS, and independently reporting to CMS, the results of said testing. Typically the latter is a vendor engaged by us, paid by us, who reports only to CMS.

## **Project Testing Status**

Various modules and aspects of the project are being tested by various groups.

For example;

### **GetInsured testing**

1. Federal Data Services Hub (FDSH) Testing – example: “Verify Lawful Presence”
2. Income and Family Size Verification (IFSV) Testing
3. Electronic Data Interface (EDI) Testing – Account information between the Carriers and SSHIX
4. Account Transfer Testing – transferring accounts between the SSHIX and DWSS(Medicaid)
5. State Based Marketplace Inbound file (SBMI) Testing (SBM issuer Policy Based P data)– with CMS

*Note: Both FDSH and SBMI testing requires Independent Verification and Validation (IV&V) services and we have contracted with an excellent Vendor to report to CMS.*

### **SSHIX – User Acceptance Testing (UAT testing)**

In order to accept the system that GI is providing, it must be tested. The Exchange's testing is focused on User Role Functionality (examples: Agent Administrator, Consumer, Enrollment Counselor), Use Cases (example: as an Agent Administrator, when I \_\_\_\_, I should see \_\_\_\_ as a response) and Test Cases (based on Use Case scenarios). This testing is being done in our User Acceptance Testing (UAT) environment. We are basically testing the functionality prior to it being moved to Production. Much like the testing done on your Phones or Laptops prior to a new “release” being made public. Our goal is to have as few bugs and errors as possible once we go live.

## **EDI Testing**

EDI testing has been just as complicated and challenging as we thought it would be. We have been sure to accommodate the difficulties faced by each of the Carriers by altering schedules to meet their needs. The first phase had a number of Carriers working 2019 Plan Data and started 4/29/19. It required a concerted effort all around to get through by 7-15-19 at which point we moved to 2020 Plan Data with three Dental and one QHP Carrier who did not have any 2019 Data. In the end, this one QHP Carrier had significant challenges with code changes required to work with the GI system and were extended into late September.

## **Training Status**

Training modules have been built to support specific areas of training and by specific groups who require the training. Returning Agents/Brokers require less training than New Agents/Brokers for example. The base for these training modules is a system called Mindflash, through which course availability was automatically emailed to Agents/Brokers and completion was tracked and registered. We focused on making sure that the Agents/Brokers were well aware of the training requirements on the way to becoming certified by the Exchange.

## **Technical Writing Status**

Documentation supporting the transition as well as the ongoing operations of the future environment have been the focus of the Technical Writer.

- a. Agent On-Boarding and Certification Guide – Agent/Broker
- b. On-Boarding Guide – Issuer Representative & Entity
- c. User-Reference Manual - Issuer Representative
- d. Plan Certification Guide - Plan Certification (internal)
- e. Returning Broker Transition Guide - Agent/Broker
- f. On-Boarding Certification Guide – EEFs / CEC's
- g. Application and Enrollment Guide for Agent/Broker and Consumers

There are eight more Guides in various states of progress.

## OCTOBER ACTIVITY

October is the last month before Open Enrollment, it is a month that we have all been working so hard to be prepared for. The schedule we have been working on and working towards for quite some time now, is well laid out and well understood;

October 1 – 1<sup>st</sup> Catch-up Data Transfer (Application and Enrollment Data Migration from CMS)

October 2 – at approximately 9:00 PM – The newest software release (19-10) from GI will be installed in the Production Environment. This is the environment that we will be “going live” with for Open Enrollment on November 1<sup>st</sup>.

October 3 – Anonymous Shopping will be available to our returning consumers.

October 15 – Auto Renewal & Freeze (No changes to auto renewal or Broker Selection)

October 25 – Last Catch-up Data Transfer (Application and Enrollment Data Migration from CMS)

November 1 – The start of a very successful Open Enrollment for 2020 and beyond