

Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

September 10, 2019



nevada
health link

Introductions - SSHIX

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Agenda

- Progress Since Last Meeting
- Update on Issuer Agreement
- EDI Test Scenario 16 (Renewals)
- Payment Re-Direct Testing
- Data Migration Report
- “Carrier Connector” Overview (HICS replacement)

Progress Since Last Meeting

- On August 15th, 66,132 active individual enrollments were migrated from HealthCare.gov to the SBE Platform.
- Agents/Brokers who completed their Nevada Health Link certification by the August 9th deadline were able to maintain their existing consumer designations. As of 9/10 SSHIX has received no confirmed reports of missing designations.
- On September 4th, migrated consumers were invited to claim their Nevada Health Link user accounts. To date 54,106 consumers have received email invitations, and the remainder have received print mail invitations.
- As of 9/9 SSHIX has received only two confirmed reports of discrepancies resulting from the data migration. The consumers in question each had two separate Application files which were both marked as “active.” As of 9/9 GetInsured has deployed a fix that will allow these consumers to claim their migrated accounts, and our call center is reaching out to these consumers directly to assist with the resolution.

Update on Issuer Agreement

- Issuer Agreements were distributed to carriers on September 5th. Signed agreements are due back to the exchange via email no later than September 20th, after which SSHIX will counter-sign.
- The receipt of issuer agreements will allow SSHIX to issue final certification within the SERFF system and mark plans as “Available” to consumers through the SBE Platform, which will allow consumers to browse plan data during Window Shopping (anonymous plan comparison) beginning October 3rd.
- Please submit any questions regarding the Issuer Agreement to Jamie Sawyer at jlsawyer@exchange.nv.gov

EDI Test Scenario 16 (Renewals)

- On 9/9 GetInsured delivered EDI test files to for Scenario 16 to carriers' SFTP Repositories.
- Testing for Scenario 16 was originally scheduled to begin 9/9, however the test environment will not be available until 9/11. Stephen Ostein and/or Earle Smith will contact carriers with further instructions as soon as the environment is available.

Payment Re-Direct Testing

Testing for Payment Re-Directs is scheduled as follows:

Date(s)	Activities
8/15	GetInsured/SSHIX will provide Security Certificates and IP Addresses to Carriers
8/30	Deadline for Carriers to: <ul style="list-style-type: none">• Register Security Certificates• Whitelist SSHIX IP Addresses• Provide URL to be used during testing
9/2—9/20	SSHIX Internal testing/Connectivity testing
9/23—10/4	Carrier testing of Payment Re-Directs

Once carriers have complete the 8/30 milestones Stephen Ostein will provide a technical document describing the testing methodology. A sample SAML payload is included.

Data Migration Report

- The consumer data migration was overwhelmingly successful, however a small number of anomalies were discovered during post-migration analysis.
- 51 households were discovered to have separate applications associated with their health and dental policies. The Nevada Health Link SBE Platform allows only one active application per household at any time, so SSHIX and GetInsured are currently working on a solution to preserve these enrollments. No direct action is required from carriers.
- 7 households were discovered to have two simultaneous and active enrollments, which we believe to be the result of ongoing/incomplete reconciliation activities. SSHIX is requesting the assistance of carriers to resolve these discrepancies and identify which of these duplicate enrollments is valid.
- SSHIX will provide carriers with a migration report detailing all three of the populations listed above by 9/12. The report will be delivered to the SFTP repository used for EDI testing. An email notification will be sent to carriers when the report is available.

Overview of “Carrier Connector” (HICS replacement)

- The Silver State Health Insurance Exchange (SSHIX) is working to transition away from HealthCare.gov to operate our own autonomous State Based Exchange.
- Part of the SSHIX transition requires the development of a collaborative case management system modeled after CMS’ HICS application. SSHIX will use our own proprietary system, which we’re tentatively referring to as “Carrier Connector,” to manage Monthly Reconciliation and Consumer Complaint Resolution.
- SSHIX has obtained a license for the Salesforce Enterprise Service Cloud, which will serve as the foundation of our casework system.

Reconciliation and Casework Roles Defined

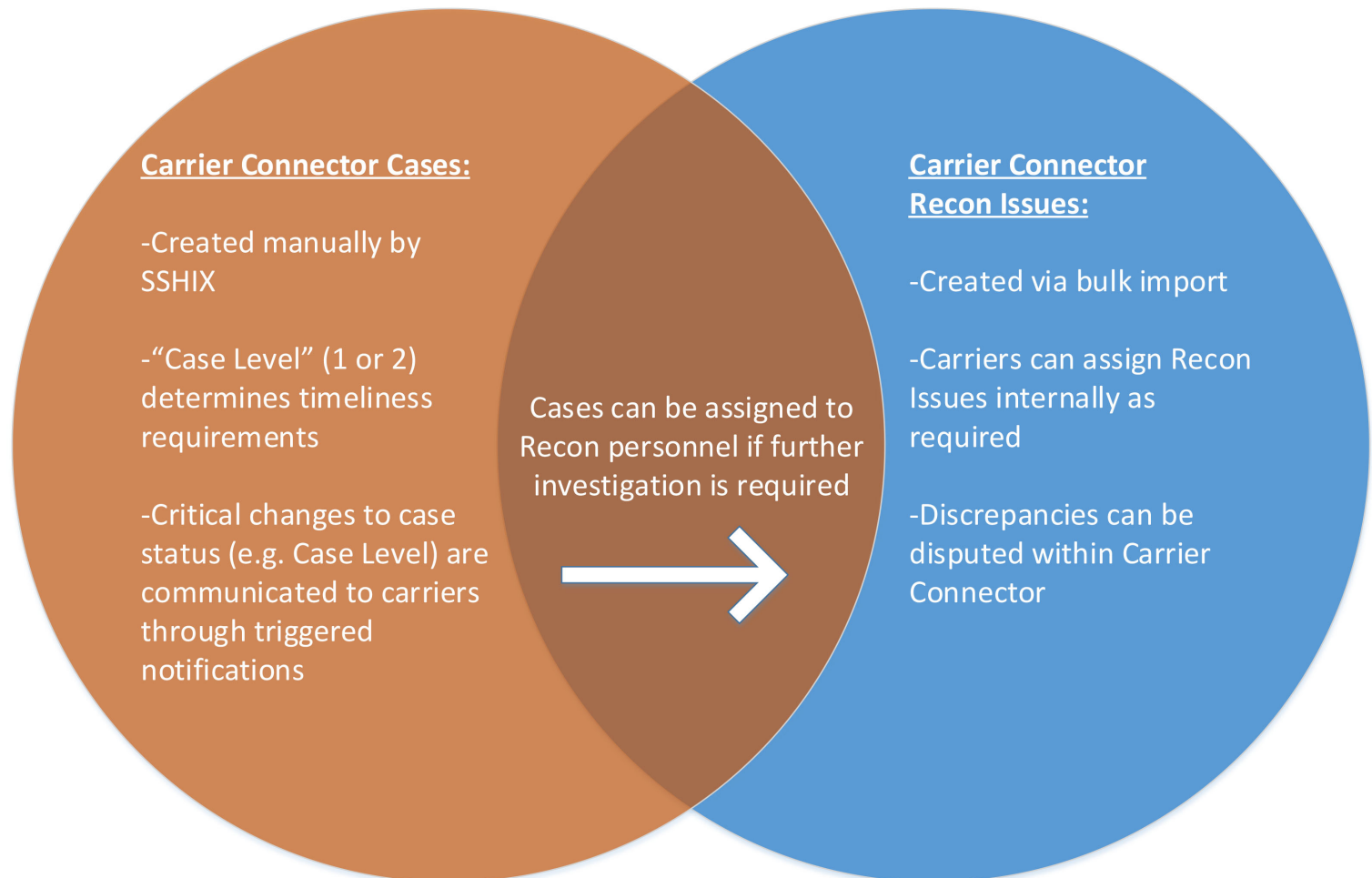
Reconciliation:

Each month carriers send enrollment data to the Exchange for the reconciliation system to perform data comparison and identify discrepancies. SSHIX intends to communicate, coordinate and resolve discrepancies with carriers using the Carrier Connector system.

Casework:

SSHIX will receive consumer complaints/issues through the Consumer Assistance Center. Complaints requiring coordination with carriers will be communicated, coordinated and resolved through a collaborative workspace in the Carrier Connector system.

Reconciliation and Casework Roles Defined



Timeline for Development

The following is a high-level timeline for the SSHIX Casework System rollout:

- August 1 – August 16: Requirement Gathering
- August 19 – August 30: QHP carrier meetings regarding design discussion, feedback on existing HICS functionality, etc.
- September: Design, Development, Testing and Implementation
- October: UAT with Carriers

To schedule a one-on-one meeting to discuss Carrier Connector in further detail please contact Heather Korbolic at hkorbolic@exchange.nv.gov

Questions and Answers

Please submit written questions to Eric Watt,

Project Manager:

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