

# Silver State Health Insurance Exchange

Monthly Meeting of Nevada's  
On-Exchange Insurance Carriers

November 12, 2019



nevada  
**health link**

# Introductions - SSHIX

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# Agenda

- Progress Since Last Meeting/Overview of OEP Metrics
- Update on Renewals/EDI
- Carrier Connector Launch
- Monthly Reconciliation Cadence
- Rollout of Reconciliation Portal
- Q&A

# Progress Since Last Meeting/ Overview of OEP Metrics

- Nevada's Open Enrollment Period launched successfully on November 1<sup>st</sup>
- 52,844 Consumers were passively renewed into 2020 coverage
- Since November first 6,778 consumers have actively enrolled in 2020 coverage, representing 1,940 new consumers and 4,838 existing consumers (or more than 1/3 of the migrated consumers who had not provided consent for passive renewal)
- To date 59,622 members have enrolled in 2020 coverage through Nevada Health Link
- 13,080 calls have been handled through our call center, with an average wait time of 7 seconds before answer, and an abandon rate of 0.01%
- Post-call satisfaction surveys indicate a 99% satisfaction rate from consumers

# Update on Renewals/EDI

SSHIX is currently tracking three renewal-related matters which were reported by carriers:

1. The Address Line 2 field was missing from the 834 payloads
2. The NPN Number field was mapped to the incorrect source field in the migration payload, resulting in invalid NPN values in the 834 payloads
3. Some carriers have reported an inability to consume Exchange Assigned Member ID (i.e. HIX ID) values which are greater than 10 digits in length

SSHIX and GetInsured believe we have solutions developed for all three items, but the best solution for each carrier will depend upon whether or not the previous 834 renewal payloads have been ingested and populated into your production systems. SSHIX will be contacting carriers this week to determine your current status with respect to item #3 above.

# Carrier Connector Launch

- Carrier Connector was launched last week on 11/7
- Invitations were sent to personnel who had provided SSHIX with signed Access Request Forms
- Three test cases were created for each carrier, and instructions for the test cases were provided in the Carrier Connector Launch Guide (PDF)
- Testing is currently underway and is proceeding smoothly
- To date SSHIX has not received any consumer complaints which would require the use of Carrier Connector
- Please note that SSHIX has not yet launched it's reconciliation portal—we have only launched Carrier Connector, our casework portal

# Monthly Reconciliation Cadence

- SSHIX is requesting that carriers submit their RCNI files by the 9<sup>th</sup> of each month
- The first RCNI submission is requested in January (i.e. by 1/9)
- SSHIX will process the RCNI files and produce a discrepancy report within three business days of submission
- The January submission is requested primarily to provide a “trial run” and an opportunity to familiarize carriers with the forthcoming reconciliation portal
- Practical reconciliation will begin in February

# Rollout of Reconciliation Portal

- The reconciliation portal is currently under development
- SSHIX anticipates a soft launch in mid- late-December, with test exercises similar to the Carrier Connector rollout
- January will be used to familiarize carrier personnel with the portal, and to refine the workflow based on carrier feedback
- SSHIX will be contacting carriers over the next several weeks to review the proposed workflow and solicit feedback



# Questions and Answers

Please submit written questions to Eric Watt,

Project Manager:

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