

# Silver State Health Insurance Exchange

Monthly Meeting of Nevada's  
On-Exchange Insurance Carriers

March 10, 2020



nevada  
**health link**

# Introductions - SSHIX

**Heather Korbulic** – Executive Director

[hkorbulic@exchange.nv.gov](mailto:hkorbulic@exchange.nv.gov)

**Ryan High** – Chief Operations Officer

[rhigh@exchange.nv.gov](mailto:rhigh@exchange.nv.gov)

**Russell Cook** – Information Systems Manager

[rwcook@exchange.nv.gov](mailto:rwcook@exchange.nv.gov)

**Jamie Sawyer** – Policy and Compliance Manager

[jlsawyer@exchange.nv.gov](mailto:jlsawyer@exchange.nv.gov)

**Lacie Warren** – Reconciliation Lead

[ldwarren@exchange.nv.gov](mailto:ldwarren@exchange.nv.gov)

# Agenda

- Plan Certification Update
- Re-Instatement Requests
- Plan Year 2020 RCNI Submission Deadlines
- Discrepancy Report/Recon Portal Update
- Carrier Connector Update
- Q&A

# Plan Certification Update

- SSHIX will be publishing the Plan Year 2021 Final Letter to Issuers on [Nevada Health Link's Carrier Page](#) in Mid-March
- SSHIX will be responding via email to all Public Comments during Mid-March
- Please direct any Plan Certification questions to Danielle Andersen, SSHIX's Plan Certification manager, at [dlandersen@exchange.nv.gov](mailto:dlandersen@exchange.nv.gov)

# Reinstatement Requests

- Per the conversation that occurred during the February monthly meeting SSHIX has implemented a spreadsheet-base [Bulk Reinstatement Request Worksheet](#), available for download from Nevada Health Link's [Carrier Transition page](#). Carriers are encouraged to provide feedback on the formatting and contents—please send comments to [reconsupport@exchange.nv.gov](mailto:reconsupport@exchange.nv.gov) (Subject: Feedback on Bulk Reinstatement Request Form).
- The individual Reinstatement Request Form has been updated to make “Coverage End Date for Reinstatement” a required field.
- Completed Reinstatement Request forms should be submitted to [reconsupport@exchange.nv.gov](mailto:reconsupport@exchange.nv.gov). The SSHIX Recon Team will create a new case in Carrier Connector to verify member-level details and confirm timing of each reinstatement (Category = Enrollment/Disenrollment, Sub-Category = Verify Carrier Initiated Reinstatement Request).
- Cases will be left Open until Carrier Team confirms successful reinstatement.

# Plan Year 2020

## RCNI Submission Deadlines

- SSHIX has published a calendar of [monthly RCNI Submission Deadlines](#) to Nevada Health Link's [Carrier Transition Page](#).
- Submission deadlines generally fall on the third Thursday of each month, unless the 15<sup>th</sup> falls within three days of the third Thursday, in which case the deadline is the following Monday. This policy is intended to allow adequate time for Insurance Carriers to review and validate file contents prior to submission.

Month	Submission Deadline
January	Monday, January 20
February	Thursday, February 20
March	Thursday, March 19
April	Monday, April 20
May	Thursday, May 21
June	Thursday, June 18
July	Monday, July 20
August	Thursday, August 20
September	Monday, September 21
October	Monday, October 19
November	Thursday, November 19
December	Monday, December 21

# Discrepancy Report/Recon Portal

- As a result of our EDI analysis during January/February SSHIX identified a number of “false positive” discrepancy types which resulted from an inability of the HIX platform to accurately compare certain data fields for Cancelled policies.
- SSHIX has requested the addition of a “HIX Enrollment Status” column to the Discrepancy Report, which should simplify the task of identifying the “false positives” mentioned above.
- Development of the revised report has been completed, and we are anticipating a Production deployment this Thursday, March 12, in order to leverage this new column for the March RCNI submission cycle.
- This change will require additional development work in our Recon Portal (Salesforce), but we believe the workflow will be vastly improved. Current schedule is to complete testing following March RCNI Submission, with a rollout prior to the April submission cycle.

# Carrier Connector Reporting/ Bulk Download

- On 3/9/2020, a “Reports” tab was added to the Carrier Connector casework portal
- Currently there is only one report available, called “Case Details (All Cases).” This report provides a complete download of all cases, regardless of status/closure.
- SSHIX will work with carriers in the coming weeks to refine this report, or to create new reports if desired.
- SSHIX is exploring the option of allowing carriers to build their own custom reports, but additional security testing is required to assess the feasibility.





# Carrier Connector Reporting/ Bulk Download

[Carrier Connector Demo]

# Questions and Answers

Please submit written questions re:  
EDI/Reconciliation or Carrier Connector to  
[reconsupport@exchange.nv.gov](mailto:reconsupport@exchange.nv.gov)

Please submit written questions re: Plan  
Certification to Danielle Andersen, SSHIX Plan  
Certification Manager

[dlandersen@exchange.nv.gov](mailto:dlandersen@exchange.nv.gov)