Silver State Health Insurance Exchange

Monthly Meeting of Nevada's
On-Exchange Insurance Carriers

July 14, 2020

Introductions - SSHIX

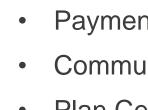**Heather Korbulic** – Executive Director
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Ryan High – Chief Operations Officer
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Russell Cook – Information Systems Manager
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Agenda

- Payment Re-Direct Security Certificate

- Communications Update

- Plan Certification Update

- Policy Update

- July RCNI Submission

- Timeline for Recon Portal Rollout

- Recon Portal Feature Summary

- Recon Portal Live Demo

- Q&A

Payment Re-Direct Security Certificate

- On Wednesday, July 8th, GetInsured updated the security certificate used with the Payment Re-Direct service

- The new certificate was uploaded to the /out directory of carriers' SFTP accounts on Tuesday, July 7th

- If you did not receive the certificate, or if you would like assistance, please contact Russell Cook at rwcook@exchange.nv.gov

Communications Update

- SSHIX's Communications Officer will be reaching out to each carrier's Communications Manager regarding suggested Open Enrollment Period (OEP) messaging for your call centers and printed notices

- Questions should be directed to Janel Davis, Communications Officer, at j-davis@exchange.nv.gov

Plan Certification Update

- Initial transfer from SERFF to Nevada Health Link SBE Platform is scheduled Friday, 7/17/2020

- Issuer Plan Preview on Nevada Health Link SBE Platform is scheduled from 7/17/2020—8/19/2020

- If you are an Issuer Representative on Nevada Health Link SBE Platform, please ensure your Issuer Representative account is active in order to view Plan Preview no later than Thursday, 7/16/2020.

- You <u>MUST</u> have an active account as an Issuer Representative to access Plan Preview. If you need assistance creating a new account or re-activating a disabled account, please email Danielle Andersen at dlandersen@exchange.nv.gov.

Policy Update

- Nevada Health Link will be releasing a redline policy manual by July 20, 2020, which will be open for public comment for 30 days.

- The revised policy manual will highlight changes that were made since the last release in September of 2019.

- If there are sections that you are finding are in need of clarification please reach out to me directly at: jlsawyer@exchange.nv.gov.

July RCNI Submission

- The next RCNI Submission Deadline is **Monday, July 20th**

- SSHIX has published a calendar of <u>monthly RCNI Submission Deadlines</u> to Nevada Health Link's Carrier Transition Page at <u>https://www.nevadahealthlink.com/carrier-transition/</u>.

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

Timeline for Recon Portal Rollout

- On Saturday, July 18th, SSHIX will begin deploying its first major update to Carrier Connector, marking the launch of the Reconciliation Portal.

- All users who've submitted Access Request forms for Reconciliation functionality should have that functionality enabled before the start of business on Monday, July 20th.

- Existing Case Management users will simply see a new menu option for "Reconciliation." Users who requested the Reconciliation role only should receive their invitation emails over the weekend.

Recon Portal Feature Summary

Pre-Processing of Discrepancy Report

- Each month's Discrepancy Report will be bulk-imported by the SSHIX Recon Team

- SSNs will be masked, and discrepancies of type "Enrollment Cancelled in Issuer File" will be assigned to Exchange (default is Carrier)

- False Positive Business Rules are applied (this set of rules is version-controlled, and newer versions can be re-applied to historical Discrepancy Reports)

Discrepancy Resolution Workflow

- Ability to quickly search and filter by a number of criteria

- Individual and Bulk functions to Dispute or Resolve Discrrepancies

Recon Portal Feature Summary (continued)

Bulk Reporting

- Custom Grouping (e.g. by False Positive type, etc.) allows for online analysis of Discrepancy trends

- Reporting feature allows for bulk export as .csv/.xlsx to support offline analysis

Recon Portal
Live Demo

Recon Portal Next Steps

- Incorporate feedback from Carriers

- Improve/Expand False Positive Business Rules

- Enable SalesForce "Chatter" features (comments, direct messages/@mentions, supporting document upload) to assist in Dispute resolution

- Implement Ticketing System (carrier can submit requests/inquiries to SSHIX recon team)

- Add "Report False Positive" and "Report True Discrepancy" functions

- Add Policy-level Summary (new tab or pop-up listing all discrepancies for a given Policy ID/Reporting Month)

Questions and Answers

Please submit questions re: EDI/Reconciliation or Carrier Connector to reconsupport@exchange.nv.gov

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

pmanagement@exchange.nv.gov

Please submit Policy-related questions to Jamie Sawyer, SSHIX Policy Manager

jlsawyer@exchange.nv.gov