Silver State Health Insurance Exchange

Monthly Meeting of Nevada's

On-Exchange Insurance Carriers

April 11, 2023

nevada **health link**

Introductions - SSHIX

Ryan High – Executive Director

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Janel Davis – Chief Operations Officer

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Katie Charleson – Communications Officer

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Gina Castaneda– Policy and Compliance Manager

gcastaneda@exchange.nv.gov

Meagan Ranson – Plan Certification Manager

mranson@exchange.nv.gov

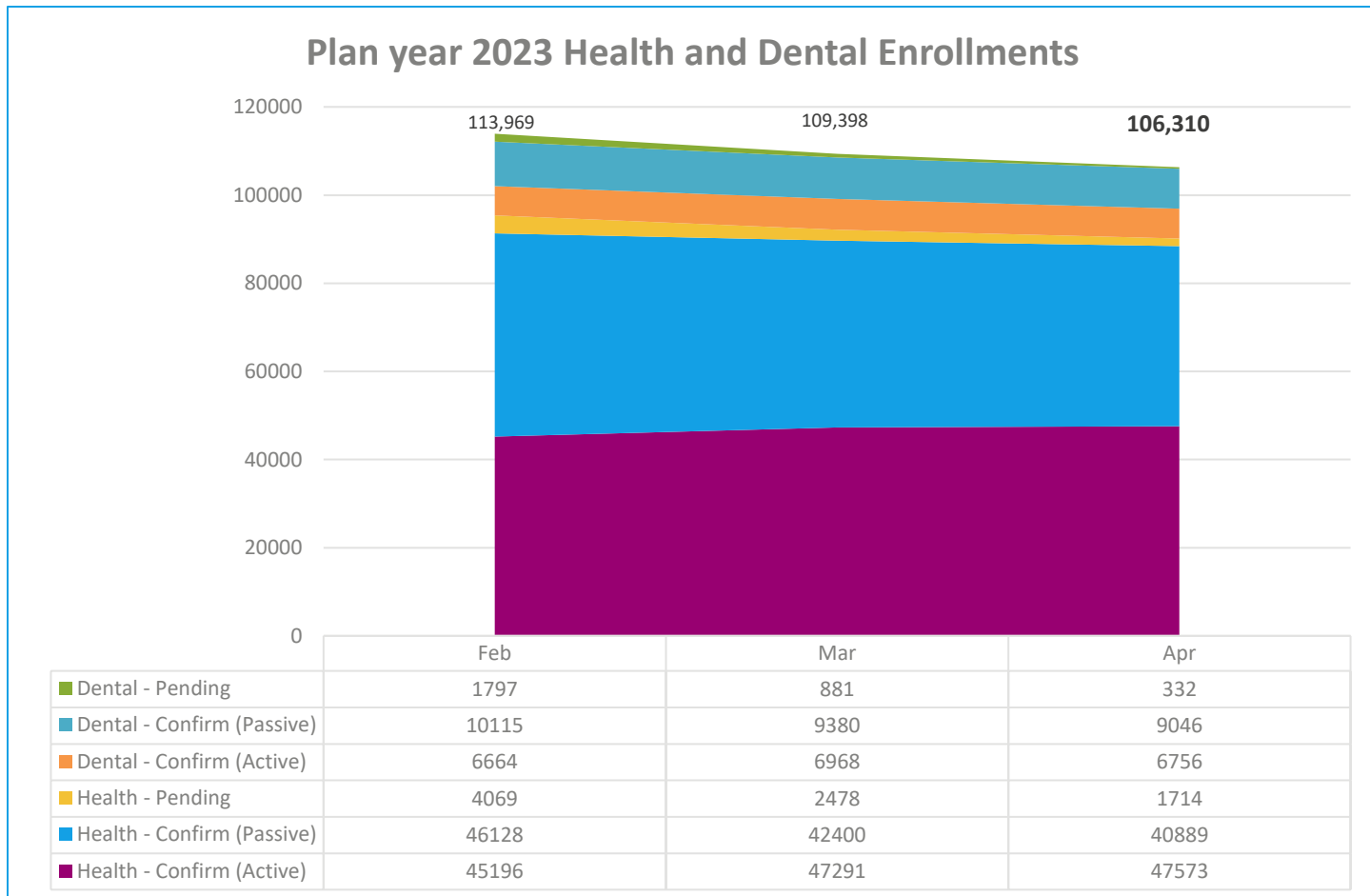**Russell Cook** – Information Systems Manager

rwcook@exchange.nv.gov

Agenda

- Enrollment Metrics Update

- Plan Certification Update

- PHE Unwinding Update

- Carrier Connector Password Resets

- April RCNI Submission
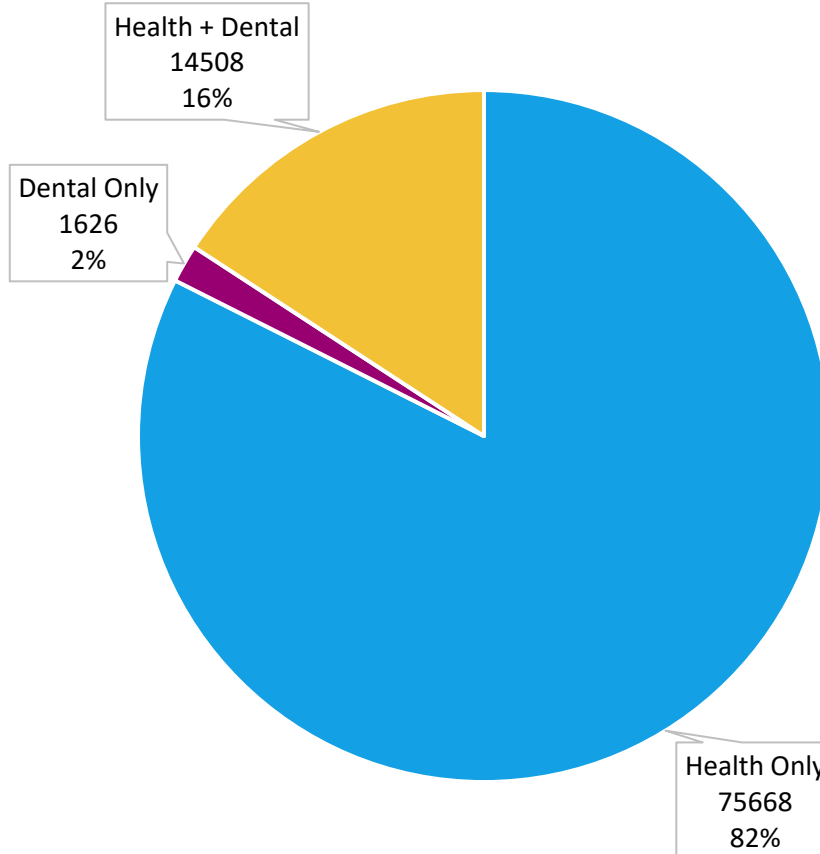
- Q&A

Enrollment Metrics Update

The figures in this table represent Plan Year 2023 Nevada Health Link enrollments in Pending or Confirmed status as of 03/31/2023. Terminated or Cancelled enrollments have been removed from these counts. Please note that consumers who are enrolled in both health and dental plans are counted twice in the monthly totals. A count of unique individuals is provided on the following slide.

Plan year 2023 Health and Dental Enrollments

	Feb	Mar	Apr
Dental - Pending	1797	881	332
Dental - Confirm (Passive)	10115	9380	9046
Dental - Confirm (Active)	6664	6968	6756
Health - Pending	4069	2478	1714
Health - Confirm (Passive)	46128	42400	40889
Health - Confirm (Active)	45196	47291	47573

Totals: 113,969 (Feb), 109,398 (Mar), 106,310 (Apr)

Enrollees by Insurance Type

The figures in this chart represent unique, Plan Year 2023 Nevada Health Link consumers in Pending or Confirmed status as of 03/31/2023. Consumers enrolled in Terminated policies have been removed from these counts.

Unique Enrollees for April: **91,802**

Health + Dental
14508
16%

Dental Only
1626
2%

Health Only
75668
82%

Unique Enrollees for March: **94,292**

Plan Cert Update

- The Plan Certification Guide was sent out to all carriers on March 30, 2023. As well as being sent out the Plan Certification Guide has been uploaded to the Nevada Health Link site: https://www.nevadahealthlink.com/partner-resources/carriers/

- SSHIX is still currently waiting for CMS to publish Application Materials (Templates). Once those are released, we will ensure all carriers are notified.

- The Plan Certification team is currently in the process of setting up PY24 Plan Certification meetings with all carriers. This will be a quick touch base to talk through any questions or concerns. We want to be more hands on this year to discuss common issues, answer questions and ensure all deadlines are being met in a timely manner.

PHE Unwinding Update*

- SSHIX anticipates receiving the first wave of PHE-related Medicaid/CHIP terminations as early as mid-May, reflecting a 5/31/2023 coverage end date. The earliest that PHE-related consumers are expected to enroll in Exchange coverage would be a 6/1/2023 coverage begin date.

- SSHIX and GetInsured have developed functionality allowing consumers who claim their migrated application and submit a plan selection within 60 days of their Medicaid/CHIP termination date to enroll without a gap in coverage, even if a retroactive coverage begin date is required.
  PLEASE NOTE: this functionality is dependent upon corresponding upgrades being implemented by the Division of Welfare and Supportive Services, Nevada's Medicaid/CHIP AE.

- SSHIX has evaluated CMS' proposed 16-month SEP, which would allow consumers who are untimely in claiming their migrated application (i.e. more than 60 days past the Medicaid/CHIP termination date) to enroll in coverage through the FFE, and we are working to implement a similar fallback solution to enroll as many consumers as possible during the PHE unwinding period.

- In addition to a comprehensive marketing plan, SSHIX is hiring additional staff members for our call center to perform targeted outreach to consumers whose Medicaid/CHIP coverage has been terminated, but who have not submitted a plan selection.

*All proposed time frames and functionality are subject to change pending additional federal guidance

Carrier Connector Password Resets

- In recent months the SSHIX Recon Team has been receiving an increasing volume of request to reset Carrier Connector passwords.

- SSHIX recently tested this functionality and confirmed that a manual password reset from our team functions in precisely the same manner as a self-service password reset using the "Forgot Your Password?" link.

- As a result, all carrier personnel who request a Carrier Connector password reset will now receive instructions for the self-service method.

Current Recon Contacts

- The SSHIX Recon Team continues to receive inquiries sent directly to Brett Patterson and/or Nivedita Kasireddy.

- Brett and Nivedita are no longer with SSHIX, as of August 2022 and January 2023, respectively.

- Carriers should please send recon- or EDI-related correspondence to reconsupport@exchange.nv.gov.

April RCNI Submission

- The next RCNI Submission Deadline is **Thursday, April 20.**

- All carriers are expected to submit both a Plan Year 2023 RCNI in March. Plan Year 2022 is not required.

- SSHIX has published a calendar of 2023 Monthly RCNI Submission Deadlines to Nevada Health Link's Carrier Resources Page

Month	Submission Deadline	2024 RCNI	2023 RCNI	2022 RCNI
January 2023	Thursday, January 19		X	X
February 2023	Monday, February 20		X	X
March 2023	Monday, March 20		X	X
April 2023	**Thursday, April 20**		**X**	
May 2023	Monday, May 22		X	
June 2023	Monday, June 19		X	
July 2023	Thursday, July 20		X	
August 2023	Monday, August 21		X	
September 2023	Thursday, September 21		X	
October 2023	Thursday, October 19		X	
November 2023	Monday, November 20	X	X	
December 2022	Thursday, December 21	X	X	X

Questions and Answers

Please submit questions re: EDI/Reconciliation or Carrier Connector to the SSHIX Recon Team at:

reconsupport@exchange.nv.gov

Please submit questions re: Plan Certification to Meagan Ranson, SSHIX Plan Certification Manager at:

pmanagement@exchange.nv.gov

Please submit policy questions to Gina Castaneda at:

gcastaneda@exchange.nv.gov