

**MHBE Plan Management Stakeholder Committee**  
**October 5, 2017**  
**Meeting Minutes**  
**Maryland Health Benefit Exchange**  
**WebEx Conference**  
**Call-in: 877-431-1883**  
**ID: 6876841631**

**Welcome & Introductions – John Pierre Cardenas, Manager, Individual and Small Group Marketplace Programs**

**Meeting minutes**

The meeting minutes from August and September were approved after a motion was made by John Fleig of UnitedHealthcare.

**Feedback from the field**

Sheebani Patel, of Kaiser shared that she believes that we are in a good place, especially with having renewals go out early.

**Plan Management Updates**

- Plan Certification is complete for the Individual Market for both QHPs and SADPs.
- Window Shopping for consumers became available on October 1.
- Medicaid consumers will be able to utilize new MCO selection functionality.
- Issuers were sent three policy memoranda regarding plan certification standards on October 3<sup>rd</sup>.
- A rate comparison scenarios using 2017 and 2018 rates was shared.
- The process for visiting Plan Certification Standards for 2019 was discussed.

**SHOP Marketplace**

Rebecca Smith, SHOP Manager, discussed with the committee the following:

- Issuers were advised to proceed with business as usual concerning the Universal Application and Renew Process, until the final versions of the processes are sent in a memorandum.
- The finalized Reconciliation Memorandum, Reconciliation Template, and Discrepancy Template were released and discussed.
- The request was made for Issuers to be flexible on the November 1 deadline for SHOP eligible Groups given the Evergreen Health Groups that still potentially exist and need coverage.

**Open Enrollment Preparation Updates**

- Information was shared on research MHBE had conducted on consumers from July through August. On-going research will be conducted to assist MHBE with making website improvements.
- Consumer feedback was shared, including items that they are satisfied with and area that need improvement.
- The messaging that MHBE has planned for consumers in advance of Open Enrollment was shared.

- Changes that have been made to the MHC landing page were shared.
- Information was provided on MHBE's Connector Entity Program.
- The Application Sponsoring Counselor Entities Program was described and information on where these counselors are based was shared.
- Updates on the Producer Operations Program were provided.
- Information on what the Consolidated Service Center had done to be ready for this Open Enrollment period were described. The hours of operation were also shared.

### **Renewals Update**

John Evans, IT Application Manager, reviewed the renewals timeline and reported on the status to date.

### **Action Items**

### **Closing Remarks**

The next PMSC meeting will take place at the Aetna