

MHBE Plan Management Stakeholder Committee
March 2, 2017
Meeting Minutes
UnitedHealthcare | 800 King Farm Boulevard, 6th Floor | Rockville, MD
Call-in: 877-431-1883
ID: 6876841631

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

Meeting minutes approved

There was a motion to approve the meeting minutes from February by John Fleig, of United Healthcare, and seconded by Nabila Rahman of CareFirst.

Feedback from the field

Sheebani Patel, of Kaiser shared that the Renewals Recap session held recently was very beneficial.

Renewals Debrief Session

John Pierre shared with the committee that the Renewals Debrief Session held on February 19, 2017, was to review the technical and operational processes from the 2016 renewals. The session was purposed to receive feedback recommendations for improvement and concerns.

Issuers were asked to review the Action Review which was provided in the Power Point, and to comment or add additional insights, recommendations, and concerns to the document by March 16, 2017.

MHBE will respond to the issuer's recommendations and concerns with next steps by March 23, 2017.

Essential Community Providers Template and Process Changes

John Pierre walked through the ECP template and process changes from 2017. Issuers were asked to review the documentation and submit any policy questions by March 15, 2017. John Pierre committed to sending a response by March 23, 2017.

Carrier Application

Kimberly Edwards, discussed and walked through the Carrier Application which is due on June 1, 2017.

Yuan Zhao, demonstrated how the application is to be filled in using the Adobe fillable format.

Provider Directory Integration

The following was shared with the committee:

- As a part of Managed Care Organization Integration for Medical Assistance – Maryland Health Connection will develop a Provider Directory within the HBX Application.
- The purpose is to provide issuers with insight into the process and to provide industry guidance to the process. The functionality within CRISP will be mirrored in the HBX.

- MHBE will be able to develop an inaccuracy reporting pathway to issuers. Issuers were asked to provide best practices to MHBE including information on how other SBMs transmit provider inaccuracy data to issuers.
- MHBE will provide an update on the Provider Directory to the PMSC.

Standardized Benefit Design Work Group

John Pierre shared the following:

- The Work Group is being developed to provide recommendations to the MHBE Board of Trustees for a Standardized Benefit Design.
- The application period has closed as of February 17, 2017.
- MHBE will transmit acceptance notices and launch a Standardized Benefit Design Work Group webpage on marylandhbe.com.
- The first Work Group meeting will occur on Thursday, March 30, 2017 via webinar. The meeting will establish goals, a draft schedule with topic items, and a work group charter.

SHOP Update

Rebecca Smith, SHOP Manager, shared the following with the group.

- Her contact information.
- Upcoming SHOP related meetings.
- She is looking for feedback and partnership from all SHOP issuers, in order to grow and improve the program.
- Enrollment numbers were shared, and John Pierre committed to sharing analysis in the future with the committee.
- Things that are coming down the pipe: a new manual with a FAQ section; working to get a finalized application; looking for more marketing opportunities.

Reconciliation Process

John Pierre shared the schedule change for monthly and quarterly reconciliations, and committed to sending out correspondence with the information by March 3rd.

The monthly reconciliation processes between MHBE and the issuers will begin on the 10th of the month; and quarterly APTC reconciliation processes between MHBE and the issuers will begin on the 15th of the month for the months: March, June, September, and December.

Next Meeting

The April Plan Management Stakeholder Meeting will be held at CareFirst, more information is forthcoming.

Issuer's deliverables/MHBE action items

- March 3, 2017, MHBE will send out formal memorandum on Reconciliation schedule change.
- March 10, 2017, MHBE will send out acceptance notices for the Standardized Benefit Design Work Group and launch the webpage.

- March 16, 2017, Issuers will review the Renewal After Action Review and comment or add additional insights or recommendations and send to MHBE.
- March 16, 2017, issuers will review the Essential Community Providers Template and process changes and submit any questions to MHBE.
- March 16, 2017, issuers are to provide MHBE with best practices on how SBMs in other states transit provider inaccuracy data to them.
- March 23, 2017, MHBE will respond to issuer recommendations and concerns on the renewals process with next steps or additional questions.
- March 23, 2017, MHBE will respond to issuers questions on ECP template and develop an FAQ.
- February 24, 2017, MHBE will provided information packets and notification to work group participants