Plan Management Stakeholder Committee

June 1, 2017

MARYLAND HEALTH BENEFIT EXCHANGE

Welcome and Introductions

Standing Agenda

Meeting Minutes Approval

Feedback From the Field

About Doctors in This Plan

- An optional PDF submission that details provider network information (including tiering if applicable) to consumers on Maryland Health Connection.

- This PDF may be found through clicking on the "About Doctors in This Plan" link on the Plan Tile in plan shopping.

- Maryland Health Connection does not have data on the number of times the PDF was accessed by consumers. Anecdotally, the additional information has been helpful.

- All issuers are encouraged to participate.

- Requirements:

  - May be no more than two pages long,
  - May include information on all issuer networks or issuers may submit PDFs for each network,
  - Each PDF file name should clearly indicate the network detailed.

Carrier Application

- Submission of the MHBE Carrier Application is due today June 1, 2017.

- Submitting issuers should send the application to mhbe.carriers@Maryland.gov

- The MHBE Carrier Application should be resubmitted with submission of the binder into SERFF on July 3, 2017.

Renewals Messaging Strategy and Timeline

MARYLAND HEALTH BENEFIT EXCHANGE

	September	October	November	December	# Touches
Website Updates	Sept. 11		Nov. 1	Dec. 4	3
Email	Sept. 11 Sept. 25	Oct. 2 Oct. 16 Oct. 23	Nov. 1 Nov. 20 Nov. 28 Nov. 30	Dec. 4 Dec. 7 Dec 11 Dec. 12 Dec. 13 Dec. 14 Dec. 14 Dec. 15	17
SMS		Oct. 10	Nov. 1 Nov. 20	Dec. 4 Dec. 13	5
Push Notification (Mobile App)		Oct. 10	Nov. 1	Dec. 4 Dec. 14	5
Paper Notification	Sept. 26 – Renewal Notices Mailed	Oct. 2 - Postcard Oct.- Issuer Notice		Nov. Invoices	4

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- Strategy and messaging document deep-dive:

Renewals
Messaging

Carrier Renewal Notice

- Carrier Renewal Notice review:

2017 Carrier
Renewal Notice

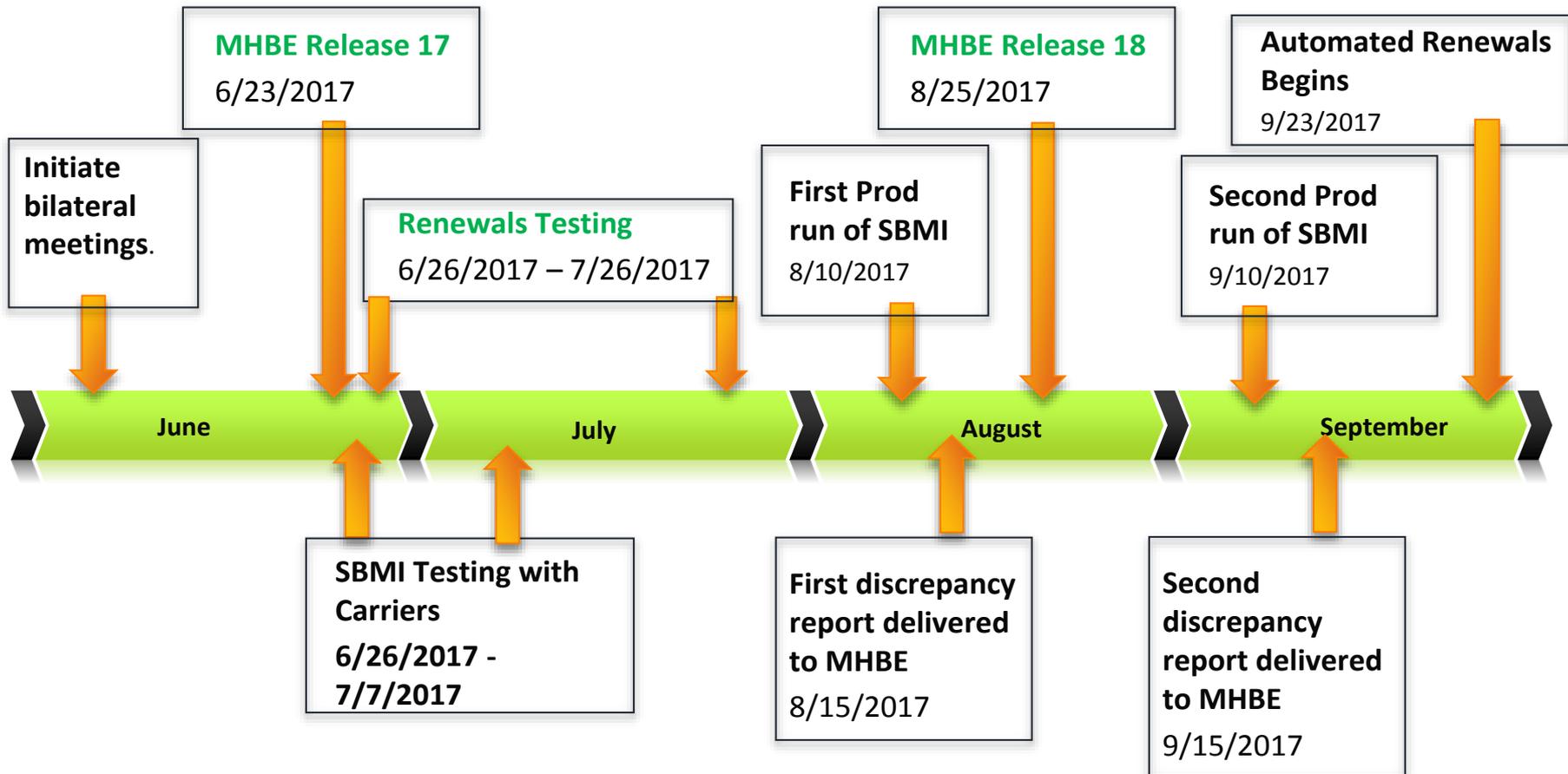# Provider Directory/CRISP Reporting Workflow Changes

- MHBE contracts with Optum and CRISP for the CRISP Health Provider Search will sunset on June 30, 2017.

- As a result, issuer will no longer submit their provider extract files to Optum effective July 1, 2017.

- As a part of MCO integration into the HBX, MHBE will develop a provider search tool within the application. MCO Integration will be released into production on August 25, 2017.

- From July 1 through to August 25 there will be no data matching activities/data refreshes performed by Optum or CRISP. During this period the provider search data will continue to be live but will not be updated.

- Beginning July 1 and onward issuers will submit provider data to MHBE through the sFTP sites currently established for EDI/SMRP processes.

Provider Directory/CRISP Reporting Workflow Changes

- MHBE will require the following steps from issuers for this transition:

  1. Verify the attached file layout matches the layout submitted to Optum.
  2. Provide provider file POCs (business and technical) to MHBE by June 15, 2017.

- MHBE will work with issuer POCs to manage transition of the process to submission to the sFTP site.

  1. MHBE will create a "Provider File" folder in the sFTP.
  2. MHBE will use data submitted to the sFTP for testing purposes

- MHBE will release a formal amendment to 2018 Plan Certification Standards

Provider File Layout

Release / Testing Timeline

MHBE Release 17
6/23/2017

MHBE Release 18
8/25/2017

Automated Renewals Begins
9/23/2017

Initiate bilateral meetings.

Renewals Testing
6/26/2017 – 7/26/2017

First Prod run of SBMI
8/10/2017

Second Prod run of SBMI
9/10/2017

June   July   August   September

SBMI Testing with Carriers
6/26/2017 - 7/7/2017

First discrepancy report delivered to MHBE
8/15/2017

Second discrepancy report delivered to MHBE
9/15/2017

Release / Testing Timeline, cont'd

Date	Activity
Early June	Initiate bilateral meetings
June 23rd	MHBE Release 17
June 26th	MHBE / Carriers Renewals Testing Begins
June 26th	MHBE / Carriers SBMI Testing Window Opens
July 7th	MHBE / Carriers SBMI Testing Window Closes
July 26th	MHBE / Carriers Renewals Testing Ends
August 10th	MHBE First Production Run of SBMI
August 15th	Carriers First SBMI discrepancy report returned to MHBE
August 25th	MHBE Release 18
September 10th	MBHE Second Production Run of SBMI
September 15th	Carriers Second SBMI discrepancy report returned to MHBE
September 23rd	Automated Renewals Begins

Tasks Carriers

Task	Due Date
Submit POCs for SBMI to MHBE	30 May 2017
Submit development schedule to MHBE	5 June 2017
Submit testing requests for Renewals and SBMI	12 June 2017
Submit Risks / Expectations to MHBE	12 June 2017

SERFF Binder Checklist

- Review of the SERFF Binder Checklist.

SERFF Checklist

Next Meeting Location – July Cancelled

MHBE Announcements

Action Item Review

Upcoming Items

- Standardized Benefit Design Workgroup Meeting – July 15, 2017

- Introduction of Stakeholder Topics for forthcoming PMSC Sessions:

    Stakeholders may begin submitting items of interest for discussion for forthcoming PMSC sessions. Each session will have up to three sections dedicated to stakeholder topics.

    Submitting Stakeholders must to mhbe.carriers@Maryland.gov:

    1. Notify MHBE at least 14 days prior to the session of topic and section length
    2. Submit presentation information at least 7 days prior to the session

Ex. Best practices from other SBMs, recommendations for improvement, etc.

Questions or Comments?