

Plan Management Stakeholder Committee

April 6, 2017





MARYLAND
HEALTHBENEFIT
EXCHANGE

Welcome and Introductions

Standing Agenda



Meeting Minutes Approval

Feedback From the Field

SEP Verifications & Market Stabilization Rule

- Final Rule Summary:
 1. *Open Enrollment Period Adjustment*
 - Open enrollment period shortened to 11/01 – 12/15
 - Resource management implications/consumer behavior
 2. *Pre-enrollment Verification for SEPs*
 - Resource allocation and scaling
 - Process/Technical development timeline
 - Issuer experience with verifications in the off-Exchange Marketplace – methodology, etc.
 3. *Pre-enrollment Verification when adding a dependent*
 - Member experience concerns & technical development
 4. *Effective date options due to verification delays*
 - Member experience concerns & technical development
 5. *Actuarial value range adjustments*
 - Effect on premiums & consumer choice
 6. *Guaranteed availability*
 - How will issuers implement this option, would require a change in interpretation

SEP Verifications & Market Stabilization Rule

- Issuer Feedback & Questions
- MHBE thoughts and next steps

2, 3, & 4 – MHBE will perform analysis on the options and consider costs of implementation.

5 & 6 – Market-wide implications, MHBE will confer with the MIA on next steps.

Roadmap – SBMI, Reconciliation, Renewal & Testing



- Timeline
- MHBE/Issuer Meeting Dates
- Reconciliation Dashboard

Roadmap – SBMI, Reconciliation, Renewal & Testing



	May	June	July	Aug	Sept	Oct	Nov	Dec
Renewal				8/15 Renewals Release			Open Enrollment	
						9/26 – 10/15 Renewal Batch Period		
Releases	5/25 Testing meeting w/ MHBE	6/12 QHP Test bed established with 2017 data	6/19 7/7 7/21 – Testing Cycles I & II					
SBMI		6/X SBMI file finalization			9/4 early SBMI drop			
		6/X test SBMI sent to issuers			9/8 return discrepancies			
		6/X MHBE/Issuer SBMI Work			9/22 Recon Finished – R/DNR Focus			
Recon				SBMI Processes in Parallel with Reconciliation				
					9/8 – 9/15 Week to work discrepancies			
Plan Mgmt		6/1 2017 data into 2018 test environment	7/1 Issuer templates received					
			Testing window			9/X Templates uploaded into prod		

Roadmap – SBMI, Reconciliation, Renewal & Testing



- MHBE/Issuer Meeting Date: May 25, 2017
 - To discuss testing and other technical planning for 2017
- Reconciliation Dashboard
 - Issuers will receive these dashboards beginning in the May reconciliation cycle



Reconciliation
Dashboard

SHOP Renewal, Reconciliation, Reference Manual & Testing

- MHBE SHOP released memoranda on SHOP Renewals Processes on May 2, 2017
- MHBE SHOP released guidance to the SHOP Administrator & Brokers on monthly business deadlines on May 2, 2017



Issuer SHOP
Renewal 5.2.17



SHOP
Replace Business De

- MHBE SHOP began working with issuers to receive enrollment extracts determine discrepancies with SHOP enrollment data
- MHBE SHOP is continuing review of discrepancies to determine what a reconciliation file would be
- A SHOP Reference Manual has begun to be drafted that will contain enhanced process/policy information on the SHOP. This will include an FAQ. Issuers should submit a battery of questions to be included in the FAQ section. Questions should be submitted to MHBE.SHOP@Maryland.gov

Network Breadth Indicator & Process

- This process will be piloted in Maryland for the 2018 plan year, as indicated in the 2018 Final Letter to Issuers
- MHBE will leverage the process established by the FFM currently in use for pilot states
- MHBE will use the same business rules in place for the determination of the Provider Participation Rate
- The MHBE Board will determine whether there is sufficient value-add to consumer depending on the output of the analysis. Issuers will receive information on their network indicator.
- All issuers participating in Maryland Health Connection – including the MHBE SHOP – must submit a Network Adequacy/ECP template, for the purpose of the determining network breadth, with their template submission on July 1, 2017



Business Process Survey

- Annual Business Process improvement survey for MHBE Stakeholders
- Submission Closing Date: June 1, 2017
- Survey Document Review



Business Process
Survey

834 Companion Guide Update



- A Draft of the 834 Companion Guide has been developed. The guide is undergoing review.
- Draft Release Date: May 11, 2017
- Comment Period Closes: May 25, 2017
- Release Date: June 1, 2017

Failure to Reconcile Population

- MHBE Eligibility Processing has found that 4,664 households have received the Failure to Reconcile Flag
- Approach: Notice + Call to action (MHBE Consumer Assistance Worker help needed)
- Removal of APTC: July 1, 2017
- Consumers that do not return to Maryland Health Connection to correct the FTR flag will receive notice that includes coverage options.
- Consumers that have filed taxes must contact Maryland Health Connection within 30 days of the date of the notice. Consumer assistance required.
- Issuers will receive a final list of affected consumers



Action Item Review

Action Item Review

- ~~March 3, 2017~~ MHBE will transmit a formal memorandum detailing the date changes. MHBE will update the 834 Companion Guide correspondingly.
- ~~March 10, 2017~~ MHBE will transmit acceptance notices and launch a Standardized Benefit Design Workgroup Webpage on marylandhbe.com
- ~~March 16, 2017~~ Issuers will review the Renewals After Action Review and comment/add any additional insights, recommendations, and concerns to the document.
- ~~March 16, 2017~~ Issuers will review the attached documentation and will submit any operation process/policy questions to MHBE
- ~~March 16, 2017~~ MHBE will be able to develop an inaccuracy reporting pathway to issuers. Given issuer experience with inaccuracy reporting, issuers should provide best practice to MHBE including information on how other SBMs (DCHBX) transmit provider inaccuracy data to issuers.

Action Item Review



- **March 23, 2017** MHBE will respond to issuer recommendations and concerns with next steps/additional questions.

Next Meeting Location

Upcoming Items

- Standardized Benefit Design Workgroup Meeting – May 25, 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?