

# Plan Management Stakeholder Committee

May 2, 2019



Welcome and Introductions

Meeting Minute Approval

Feedback from the Field

## 2019 PMSC Meeting Schedule

- March 7<sup>th</sup>-2018 Renewals & OE Recap, IT/EDI Overview, MD SHOP, 2019 Legislation
- May 2<sup>nd</sup>- Plan Certification, Legislative Updates, 2019 Renewals, Business Improvement Survey
- July 11<sup>th</sup>-Plan Management, Testing and Renewals Schedule, Video and Consumer Assistance Information
- September 5<sup>th</sup>-Open Enrollment Readiness, Marketing Plan (Buys and Engagement)
- November 7<sup>th</sup>- 2020 Carrier Reference Manual, 2021 Annual Letter to Issuers and Plan Certification Standards, 2020 Regulatory Focus

# Plan Management Updates

## Template and Plan Display Recap

MHBE invited carriers to participate in working sessions in order to review the Plan and Benefits template as well as how plan information is displayed on Maryland Health Connection. The focus of these sessions was to identify areas of the template that have historically required manual data fixes in order to have plan information display accurately. We conducted two part sessions with each medical carrier and asked that they include:

- Staff who oversee template completion
- Staff who are responsible for quality assurance and template submission

Members of MHBE's Plan Management, IT, and Development Teams attended first sessions in order to ensure all concerns including the ability to make changes from a technical aspect were addressed.

## Template and Plan Display Recap

Key areas identified were:

- Uniform display of Deductible
- Uniform display of maximum out of pocket (MOOP)
- Accurate display of in and out of network benefits

Additional changes:

“About Doctors in this Plan” will display as “About This Plan”  
“Urgent Care Center” will replace “Emergency Room”

Changes will be implemented by August 2019 and carriers will be able to review these in UAT.

## Template and Plan Display Recap

MHBE will continue efforts to improve the plan shopping experience for consumers with a focus on health literacy, explanation of benefits, and costs to consumers. We look forward to continuing sessions with medical carriers and consumer advocate groups and engaging dental carriers in this process.

## Business Improvement Survey

MHBE will conduct its Business Improvement Survey this year. The survey will cover areas such as:

- Plan Certification Process
- Electronic Data Interchange (EDI)
- Communication and Responsiveness
- Website Usability

Results of this survey will be used to enhance our business and operational procedures. In addition, the survey will also help us identify missed opportunities and areas that may need strengthening. In order to gain greater insights, MHBE will send out the survey after this year's plan certification process ends.

# Plan Certification



The following changes will be implemented beginning with this year's plan certification process:

- Carriers will no longer need to submit PDFs for the Summary of Plan & Benefits. The URL will be sourced from the Plan & Benefits Template.
- Carriers will no longer need to submit a logo with their carrier application if there are no changes to the current logo.

Carriers should be in receipt of all necessary materials for completing the ECP template. The updated ECP template and ECP list are available on our partner site at [marylandhbe.com](http://marylandhbe.com). If there are any questions or concerns, or if there are requests for assistance with completing any part of the ECP process please reach out to a member of the plan management team:

Kimberly Edwards, [Kimberly.Edwards@Maryland.gov](mailto:Kimberly.Edwards@Maryland.gov)

Nicole Edge, [Nicole.Edge@Maryland.gov](mailto:Nicole.Edge@Maryland.gov)

Partner Site:

<https://www.marylandhbe.com/news-and-resources/toolbox/carriers-shop-administration/>

# Producer Operations Update

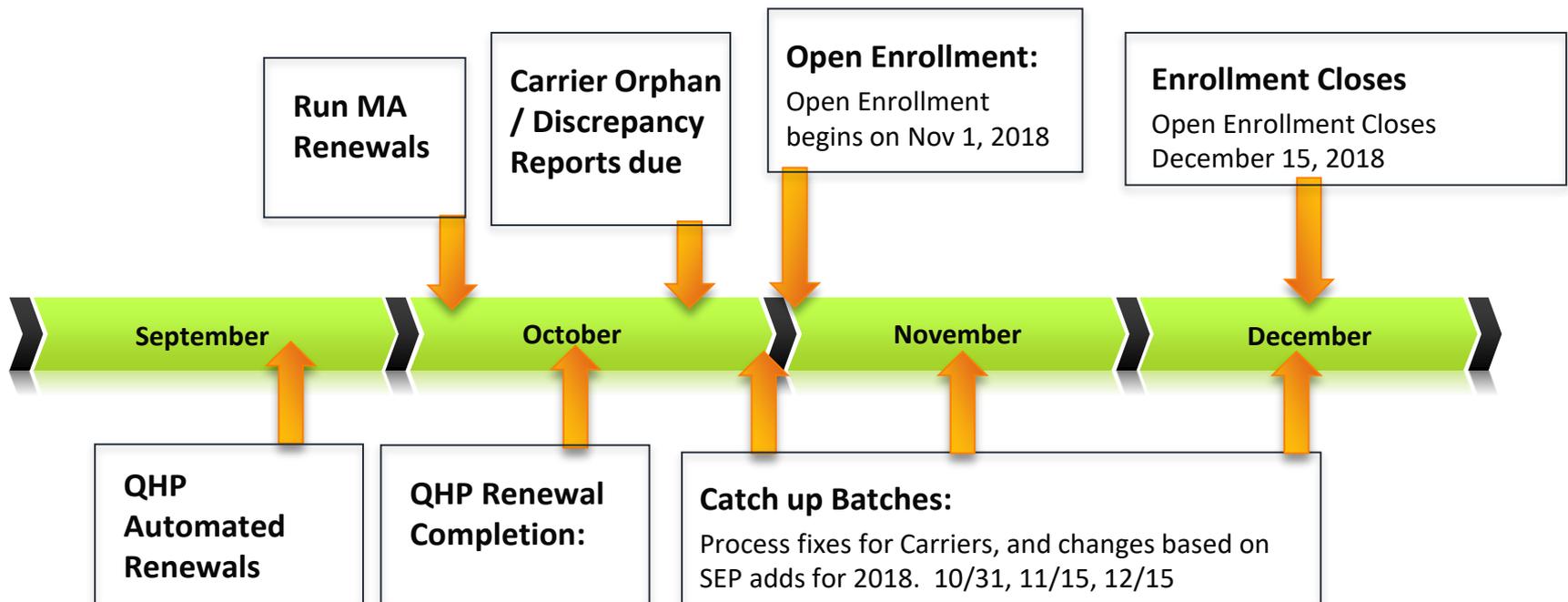


MHBE's producer operations team is planning its annual producer meeting. In order to ensure producers can attend meetings hosted by carriers and MHBE as well, MHBE is asking for carriers to share the date for upcoming producer meetings.

# PMSC Presentation from MHBE IT

May 2, 2019

# 2019 Automated Renewals Execution Plan



## 2019 MD THINK Connectivity Testing

- In preparation for the June cut-over to MD THINK cloud platform, MHBE will initiate connectivity testing for all connecting entities: QHP, Dental, MCO, etc.
- No aspects of the 834 files will be changing, nor will security keys / access accounts. This is an IP address change only.
- A dummy file will be placed in the appropriate folder (same folder structure as currently exists) and the external entity needs to be able to connect, download, and read the file.
- UAT environment will go live first for testing, and then Production environment.
- Date to be determined. However, we are aware external entities would like appropriate heads up for system configuration. As soon as a date is available, MHBE will reach out.



# 1332 Reinsurance Waiver Update

A service of Maryland Health Benefit Exchange

- ✦ CMS is completing internal testing for the state-based reinsurance (SRI) functionality on EDGE
- ✦ Beta testing:
  - CMS is in the process of creating a beta testing package for EDGE
  - All MD issuers will need to test
  - Testing is anticipated for sometime in May 2019
  - CMS will also test sending the summary SRI reports to MD via EFT
- ✦ CMS expects to have an MD-only issuer call to go over the beta-testing
  - Will most likely be against the entire 2018 data-set
  - More information will be provided by CMS over the coming weeks

- ✦ MHBE has issued an RFP for actuarial services to:
  - Estimate the true cost of the SRI
  - Re-run parameters to ensure we are on track with assumptions and proposed parameters
  - Assess the dampening factor
  - Account for population growth
  
- ✦ Data Request:
  - Carriers to provide continuance tables with current data
  - Same form as last year
  - MHBE will be following up with a written request

# Questions & Comments

