



MHBE Plan Management Stakeholder Committee
September 5, 2019
Maryland Health Benefit Exchange
Hopkins Conference Room
750 East Pratt Street, 6th Floor, Baltimore, MD 21202
Call-in: 1-320-322-1277
ID: 875445270

Meeting Minutes

In Attendance

Nicole Edge
Elizabeth Leo
Kimberly Edwards
Jessica Grau
Taylor Kasky
Tasha K. Woodberry
Amanda L. Ballard
John-Pierre Cardenas
Kristen Stoll
Nabila Rahman

Rebecca Sullivan
Sheebani Patel
Hadassa Thadigiri
Laura Lee Viergever
Srija Vutukuru
Rita Dyer
Kanisha Patel

Welcome and Introductions

Nicole Edge, Manager, Partner and Plan Management, welcomed everyone and initiated opening introductions by all parties present.

July 11, 2019 Meeting Minutes were approved.

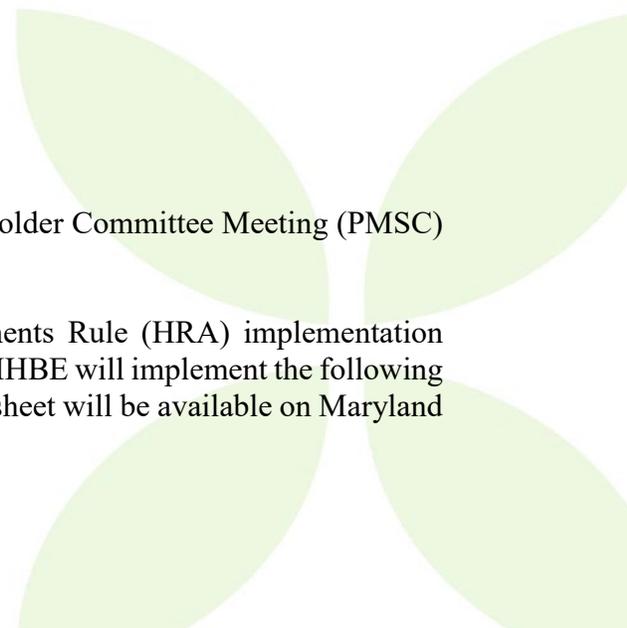
Feedback From the Field

No comments were offered.

Plan Management Updates

Nicole Edge presented the 2019 Plan Management and Stakeholder Committee Meeting (PMSC) Schedule.

Nicole Edge reviewed the Health Reimbursement Arrangements Rule (HRA) implementation policy and provided insight regarding its scope and function. MHBE will implement the following processes to support the HRA Rule function: assessment worksheet will be available on Maryland





Health Connection (MHC) that will assist consumers with making an affordability determination; consumers will be able to access or accept premium tax credit and enroll on exchange, consumers will also be able to purchase an unassisted QHP in the Individual market if appropriate for Plan Year 2020. MHBE will process the Special Enrollment Period (SEP) for this population manually.

There will be an Assessment worksheet on MHC's website to aid consumers in determining affordability.

If unaffordable consumers will have the ability to accept premium tax credit and enroll through The Exchange.

If the cost is affordable consumers will be able to enroll on the Exchange in a Qualified Health Plan (QHP).

The following considerations are being made for HRA SEP: Effective dates, Retroactivity, EDI Indicator, Expected Volume and Carrier input and feedback.

Processing will be begin early in Plan Year 2020.

Plan Certification Updates

Kimberly Edwards reminded everyone that once the Maryland Insurance Administration releases final rates, MHBE will need the new Rate Data Templates uploaded to the System for Electronic Rate and Form Filing (SERFF). Additionally, an email must be sent to Plan Management staff with notification once the upload has occurred. Dental and Health carriers should submit additional information regarding rate approval or changes no later than September 6, 2019.

User Acceptance Testing (UAT) will take place at MHBE on August 29 and 30. The next round of extracts will be sent on September 9, 2019, to correct any errors identified by carriers.

Carriers were asked to have all URLs live by September 16, 2019 at the latest.

All Carriers have been reauthorized to participate in MHBE, and notices have been mailed.

Consumer Assistance Updates

Nicole Edge announced that now through November 2019 the MHBE Call Center will be in the process of hiring and training new staff. Additional efforts include staffing the Call Center with 270 consumer assistance workers, finalizing updates to Interactive Voice Response and initiating the Broker Assistance Transfer phone.

Nicole Edge reviewed what the Call Center hours will be during Open Enrollment, and announced that the Call Center will be closed on Thanksgiving, Thursday, November 28, 2019.





Nicole Edge presented the 2019/20 consumer assistance programs map and advised that there is a total of 138 navigators available. Upcoming events that provide an opportunity to meet navigators from across the state were discussed and details were provided.

EDI and Renewals Update

The 2020 Renewals timeline was shared and discussed.

Marketing & Outreach Plan OE 7

MHBE's messaging and marketing plans for plan year 2020 were shared and discussed. Specifically, the objectives, implementation plan, priorities, and what market research revealed were all a part of this discussion.

Data Analysis Recap & what's Ahead

Information was shared regarding the various types of data analysis done by MHBE including requests from external stakeholders. Upcoming data analysis projects were described.

SHOP Updates

Rebecca Sullivan summarized the recent SHOP Advisor Committee Meetings, and provided times and information for future meetings.

The meeting was adjourned at 3:45 p.m.



