



MHBE Plan Management Stakeholder Committee
November 7, 2019
Maryland Health Benefit Exchange
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
Amanda L. Ballard (via phone)
Kristen Stoll (via phone)
Nabila Rahman (via phone)
Rebecca Sullivan
Natasha Murphy
Heather Forsyth
Linda Dietsch (via phone)
Connie Peterson (via phone)
Michele Eberle

Sheebani Patel
Hadassa Thadigiri
Laura Lee Viergever
Srija Vutukuru
Rita Dyer
Kanisha Patel
Shaunteria Scott (via phone)
Rita Dyer
Alexis Hippe
Sandy Walters (via phone)
Kanisha Patel
Marisol Hernandez (via phone)
David Brock (via phone)

Welcome and Introductions

Nicole Edge, Manager, Partner and Plan Management, welcomed everyone and initiated opening introductions by all parties present. Nicole pointed out that this was the last meeting for 2019.

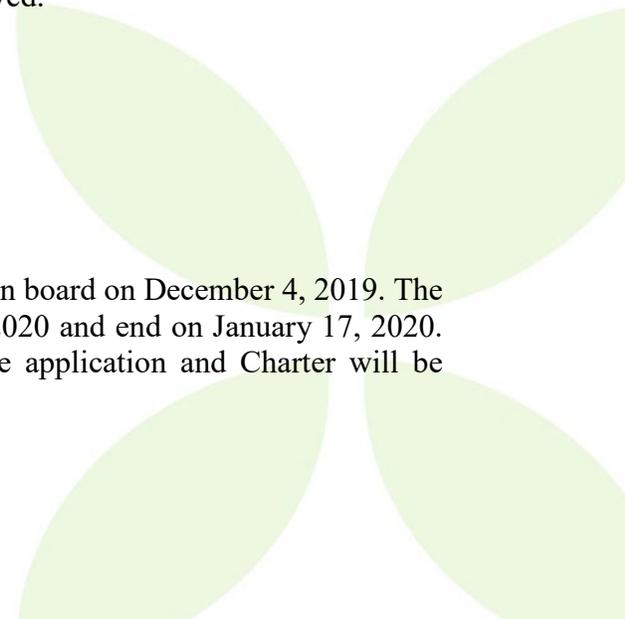
September 5, 2019 Meeting Minutes were accepted and approved.

Feedback From the Field

No comments were offered.

Plan Management Updates

The new Director of Policy and Plan Management will come on board on December 4, 2019. The PMSC application period will begin on Monday, January 6, 2020 and end on January 17, 2020. All applications must be received by January 17, 2020. The application and Charter will be available beginning January 6, 2020.





For calendar year 2020, the first PMSC meeting will convene on Thursday, March 5, 2020, and will follow the established bi-monthly schedule. Topics of interest to PMSC participants should be communicated to the Plan Management team. The PMSC application for 2020 will be due by January 17th. The new application and Charter will be available by January 6th.

The draft of the Carrier Reference manual will be released to carriers for review and comment by Monday, December 9, 2020. The comment period will be two weeks. The finished version will be available by January 6, 2020.

Areas of focus for the year ahead are: the Salesforce Escalations Project, the out of pocket cost calculator, Stand Alone Dental SEPs, and the plan shopping portal for the Individual and SHOP marketplace.

An update was provided on the Maryland Easy Enrollment Health Insurance Program (MEEHP). MHBE will be proceeding with this initiative in January 2020 once data is received from the Maryland Comptroller's office. Consumers who want to take advantage of the MEEHP will receive notices, and MHBE will share with carriers what is contained in those notices.

Plan Certification Updates

Kimberly Edwards provided information and a wrap up of the 2020 plan certification process. It was shared that this year's data quality was an improvement from last year. A report was received from CMS with a few discrepancies, and there are a few questions that the Exchange has outreached to carriers for confirmation.

Kimberly also discussed that a Business Survey would be sent to all carriers in the coming week. The timeline and instructions for completing the survey were shared. Additionally, plans for the coming year such as Carrier Annual Reviews were shared. The plan is to begin the reviews in January.

2021 Certification Standards

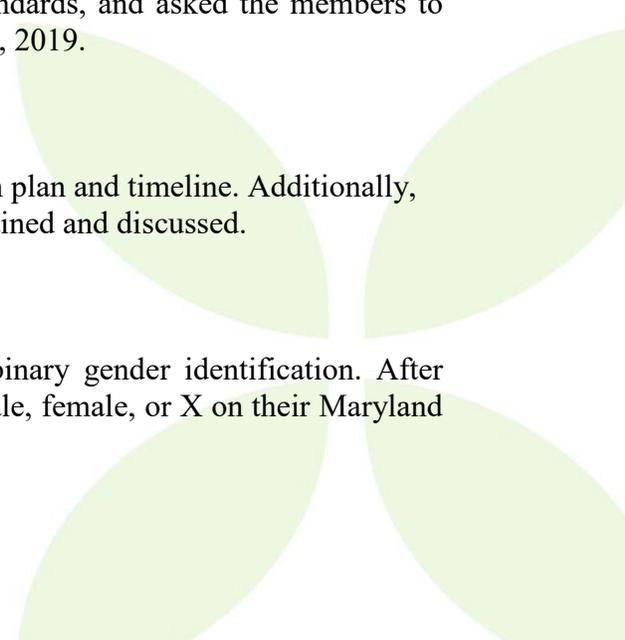
Nicole Edge gave an overview of the 2021 Certification Standards, and asked the members to provide comments and input by COB on Friday, November 22, 2019.

IT and EDI Update

Hadassa Thadigiri shared the 2019 catchup renewals execution plan and timeline. Additionally, new Special Enrollment Period (SEP) reason codes were explained and discussed.

Presentation on Gender X

Heather Forsyth described a new law that recognizes non-binary gender identification. After explaining the new law which will allow a person to select male, female, or X on their Maryland





driver license or identification card, she sought input and information as to how this sort of dynamic is managed Off Exchange from participating carriers. More information will be forthcoming as MHBE decides how to address the new law.

Broker of Record

Rita Dyer addressed the Broker of Record process for carriers, and asked that carriers work with MHBE and not accept Broker of Record forms, but instead refer brokers to the Exchange. The forms represent a possible breach of PII and also cause brokers to drop off if the broker does not come through the Exchange. Currently when a broker of record is changed the system generates an 834.

Policy Update

Jessica Grau shared that the policy team is currently preparing for the upcoming legislative session.

SHOP Updates

Rebecca Sullivan shared that the Maryland SHOP is being rebranded and she provided a visual of the changes. It was also shared that the SHOP Quoting Tool will be completed and available for use in the first week of December. This tool will aid employers and brokers in running preliminary quotes as well as comparing and narrowing down available plan options in one location.

It was shared that the Direct Enrollment Process will continue with eligible employers until the full online portal is finalized and released. The online portal is scheduled to be released in April 2020, and will allow for: anonymous browsing, plan set-up, and employee enrollment.

Anonymous browsing quoting mock-ups were walked through and discussed.

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



