



# MHBE Plan Management Stakeholder Committee

March 9, 2023  
2 p.m. – 3 p.m.  
Virtual Meeting

## Attendees:

Nicole Edge, Kimberly Edwards, Amelia Marcus, Johanna Fabian-Marks, Hadassa Thadigiri, Srija Vutukuru, Mimi Hailegebrel, Wonda Oliver, Tamara Cannida-Gunter, Ginny Seyler, Latuana Blair, Jennifer Chriqui, Christina Sera, Divonne Patterson, Katherine Wait, Lashan Brown, Cristy Moreno, Amanda Ballard, Allison Mangiaracino, Cindy Hipwell, Bryan Connole, Dave Brock, Robert Flynn, Chelsea Bishop, Cheryl Frederico, Jessica Pappas, Larry Shrewsbury, Steven McFarland, Brooke Souders, Heather Warnkin, Holly Brewer, Jason Rush, Justin Pertragnani, Sylvia Krajewska, Nikki Haley, Susan McClean, Allison Scull, Michele Riley, Nikki Blake, Scott Morrison, Emilia Baron, Lohitha Chandana, Kristin Stoll, Sandy Walters,

## Others:

## Welcome and introductions:

Nicole Edge, Manager of Plan and Partner Management welcomed everyone and confirmed that members received and reviewed the 2023 charter. Attendance was recorded.

## Agenda:

Topic	Member Comments
No comments or feedback from the field to begin the meeting.	

## Plan Management Updates

The following updates were shared:

- Plan management will send out 2023 certification packets by the end of April. Application and other materials are due back to Plan Management by June 5, 2023.
- SERFF binders should be submitted into SERFF no later than June 5, 2023.
- Carriers already authorized to offer on exchange plans can now offer stand alone vision plans. MHC will host a dedicated vision plan space with links to carriers offering plans. Consumers can purchase plans through carriers directly. No enrollment will be offered through MHC for vision plans. Carriers must adhere to certification standards outlined in the 2024 Issuer Letter. Vision plan enrollment period will follow Maryland open enrollment period.
- Plan Management is working to incorporate dental waiting periods onto the dental plan shopping space on Maryland Health Connection.
- Plan Management is working to add a telehealth template that will capture OOP costs for telehealth services. The template is in development but will be modeled after the current Plan and Benefits template. Carriers were asked to provide which benefits and services they would like to see captured on the new template.

## Comments/Feedback from participants:

Carriers inquired if the Telehealth template will be required for both SHOP and Individual markets? Nicole advised that this template will be required for the individual market only. Clarification was requested for when the feedback for the Telehealth template was due. Nicole advised that feedback should be sent within two weeks.

<p><b>PHE Unwinding</b></p>	<p>Nicole Edge provided an overview of the upcoming Public Health Emergency (PHE) unwinding and subsequent special enrollment period for those eligible due to the unwinding with the following points:</p> <ul style="list-style-type: none"> <li>• Loss of MA coverage dates are 3/31/2023-7/31/2024</li> <li>• One time SEP</li> <li>• Dental SEP rules apply</li> <li>• Policy effective dates will always be 1<sup>st</sup> of the month</li> <li>• PayNow functionality applies under regular rules</li> <li>• 834 SEP code is UPHE</li> <li>• Enrollment window closes 60 days after 7/31/2024 loss of coverage.</li> <li>• Medicaid Transition Easy Enrollment-auto enrollment for enrollment that meets the criteria outlined.</li> </ul> <p><b>Comments/Feedback from participants:</b></p> <p>Carriers asked for confirmation that MHBE will vet \$0 premium files. Nicole confirmed that eligibility and subsidy will continue to be determined through MHC and net premium amounts will be sent on the 834, including scenarios where \$0 premium apply.</p>
<p><b>EDI/IT Update</b></p>	<p>Hadassa Thadigiri, EDI Lead, presented the six-month IT roadmap. Significant dates were provided for PHE unwinding and final dental PayNow implementation.</p> <p>Srija Vutukuru, EDI Specialist, presented important dates for 834 changes due to the PHE unwinding SEP.</p> <p><b>Comments/Feedback from participants:</b></p> <p>Carriers requested a new companion guide. Srija confirmed that a new companion guide with the SEP updates for the PHE unwinding will be sent to carriers in the upcoming weeks.</p>
<p><b>MHBE Escalated Cases Process</b></p>	<p>Wonda Oliver, Deputy Director of Consumer Assistance presented an overview of MHBE’s escalated cases process. The overview included the QHP case flow, decision points as it relates to cases, and case processing, escalated case calls with carriers, Carrier Interchange system, and medical emergencies.</p>

	<p><b>Comments/Feedback from participants:</b></p> <p>Carriers inquired about the location of the EDI template that MHBE uses for 834s and what is the estimated turnaround time for 834 files once the template is completed? Wonda confirmed that this template is housed in Salesforce and available to MHBE employees that have approved access. The turnaround time has been no more than 48 hours.</p> <p>Carriers inquired if the cadence for calls with carriers to discuss escalated cases ever changes. Wonda confirmed that most carriers only need a weekly call, but the cadence can be adjusted if necessary.</p>
<p><b>MHC for Small Business</b></p>	<p>Mimi Hailegeberel, Manager of Small Business, presented the following updates:</p> <ul style="list-style-type: none"> <li>• ICHRA integration (2024)</li> <li>• Small Business enrollment portal (2024)</li> <li>• Small Business Programs Advisory Committee reestablished</li> </ul> <p>Mimi also discussed the establishment of the Producer Awards. The first event will be virtual, held on Monday, May 8, 2023, from 1pm-3pm.</p> <p><b>No comments or questions from participants.</b></p>

**Discussion:** No additional comments or questions to end the meeting.

**Adjournment:**

**Meeting Adjourned 3:07 pm**