

Plan Management Stakeholder Committee

Thursday, March 5, 2026

2026 PMSC Schedule

- March 5th – 2026 Carrier Authorization & Plan Certification Timeline
- May 7th – Plan Year 2027 Updates, Plan Certification Materials, Legislative Wrap – Up, ECP Updates, 2026 IT/EDI Roadmap
- July 2nd – Testing Schedule, Renewal Schedule, Template Check – In, HBX Updates, UAT Schedule
- September 3rd – Open Enrollment Updates, Marketing Plan (Buys and Engagement, Renewals Check – In, Draft Certification Standards, Draft Annual Letter to Issuers Timeline

Plan Management

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Plan Certification & Carrier Authorization

- A new Carrier Business Agreement (CBA) will be issued for carrier review and signature. Plan Management will send out the CBA to all carriers.
- The Annual certification packet will be sent out to carriers by April 30, 2026.
- Carrier applications and all required documents not submitted via SERFF should be submitted to Plan Management by Monday, June 1, 2026.
- The deadline for PY 2027 binder submissions via SERFF is Monday, June 1, 2026.

2027 Value Plan Standards

For Plan Year (PY) 2027, carriers are required to develop and maintain a transparent, searchable, and easy-to-understand webpage on their public websites to promote consumer awareness of the \$0 diabetes benefits for value plans. Detailed requirements for this page are outlined in the 2027 Annual Letter to Issuers.

To ensure compliance, an attestation will be added to the 2027 carrier application. As part of this attestation, carriers must provide the scheduled "go-live" date for their page or document.

Additionally, carriers must provide Plan Management with the final URL by Friday, October 16, 2026. The URL must be live by November 1, 2026, the first date of open enrollment.

Updates

- Service Level Expectations (Phase 1)
 - MHBE will introduce an updated enrollment reconciliation process by May 2026
 - MHBE will begin generating reports to carriers capturing progress metrics for the reconciliation process
 - Updates to 1095 and orphan reporting process will be introduced by June 2026
- Auto Pay Language – August 2026
 - As we prepare for the addition of auto pay text to MHC, we ask that carriers provide their auto pay policies to Plan Management by June 1, 2026.

Updates

- Provider Search Enhancements – August 2026
 - Improvements centered around functionality, design, and data clean up
 - Facility search will be added
- Prescription Drug Search – TBD
 - Improvements to backend functionality and consumer facing search feature
 - Carriers will be asked to test and confirm accurate results

Updates

- As a reminder MHBE will approve state subsidy payments to a carrier for a maximum of three months retroactively, this includes the month in which the effectuation file is sent to MHBE. MHBE will begin sending reports to carriers detailing outstanding effectuations.
- Pending MHBE Board approval, the 2027 Open Enrollment dates will be November 1, 2026 – December 31, 2026. Effective date for enrollments will be January 1, 2027.
- Citizenship & verification batches – MHBE is currently validating QHP 90-day batches and will update carriers on timeline for batch processing.
- The updated 834 Companion Guide will be sent to carriers by March 31, 2026.

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Broker Support

MHBE Consumer Assistance

- Outreach and Enrollment Workers: Community-based outreach and enrollment assistance in 8 regions across Maryland. Providing In-Person and Remote Assistance
- Consolidated Service Center : Provides Call Center Support M-F 8am - 6pm providing support via telephone and virtual chat. Als providing direct support to Certified Brokers
- Certified Brokers: Licensed professionals providing plan comparison, enrollment, and consumer guidance

Certified Brokers

- 1923 currently authorized brokers supporting marketplace consumers statewide
- 117 brokers are in training brokers currently completing training and certification
- 415 brokers participated in Broker Connect during Open Enrollment 100+ more participants than last year's Open Enrollment
- BATPhone initiative enabled 50 brokers to handle 50 brokers to handle a total of 5135 transfers (vs 4706 in 2025 OE)

Opportunities to Improve Broker Support

- MHBE hosted six virtual enrollment events during Open Enrollment to directly connect consumers with certified brokers and increase Qualified Health Plan (QHP) enrollment opportunities.
- Top 100 certified brokers were invited to participate, providing real-time enrollment assistance through Zoom breakout rooms, including both English and Spanish language support
- Eligible consumers were transferred directly to participating brokers for enrollment assistance, while those likely eligible for Medicaid were referred to appropriate consumer assistance workers.
- The events generated direct enrollment opportunities, with 53 consumers identified as likely QHP-eligible and connected to brokers, demonstrating the value of broker participation in virtual outreach initiatives.

Broker Support

MHBE requests the following support from carriers:

- Provide training on broker information provided via 834 files.
- Dedicated support line or email for brokers to reach out to carriers.
- Designated POC for communication with MHBE. Participation on touchpoint calls when requested.
- Requests for any change to broker reporting from MHBE be sent to Plan Management.



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