



MHBE Plan Management Stakeholder Committee

Thursday, March 5, 2026

2:00 p.m. – 3:00 p.m.

Virtual Meeting

Attendees:

Aarathi Narayanan, Allison Mangiaracino, Amanda Ballard, Becca Lane, Ben Lacomble, Brian Espindola, Brittney Ryan, Christina Stafford, Dagemawit Kebede, David Cooney, Desiree Silay, Erin Laird, Jay Smith, Johanna Fabian-Marks, Jose Cabrera, Julie Curry, Katherine Wait, Kimberly Edwards, LaShan Brown, Molly O'Brien, Pooja Singh, Ross White, Shanette Baker, Srija Vutukuru, Suzanne Schlattman, Tamara Cannida-Gunter, Theresa Bataglia, Warren Laird, Wonda Oliver

Welcome and introductions:

Nicole Edge, Manager of Plan and Partner Management, welcomed everyone and confirmed that all committee members received the PMSC charter for 2026.

Agenda:

Topic	Member Comments
No comments or feedback from the field to begin the meeting.	
Plan Certification	The following updates were shared: • The Non-Exchange Entity Agreement (NEEA) will become part of the Carrier Business Agreement (CBA). Due to this change a new CBA will be sent to carriers to sign. The CBA is forthcoming and will be sent out by Plan Management (PM). • Plan certification packets will be sent out by April 30, 2026. • All certification materials are due by Monday, June 1, 2026. Carriers should check the certification checklist to confirm how materials should be submitted. (SERFF or email to Plan Management). • Carriers will be able to attest to fulfilling the requirement for displaying the \$0 diabetes plan benefit on their websites. The attestation will be included in this year's carrier application. Website information should be live by November 1, 2026.

	Comments/Feedback from participants: • Shanette Baker (CareFirst) asked if the new CBA will be sent with certification materials. • Nicole Edge confirmed that the CBA will be sent separately.
Plan Management Updates	• The service level expectations will be introduced in phases in 2026. The first phase is an updated reconciliation process followed by updates to 1095 and orphan reporting. • MHBE requests carriers share auto pay policies ahead of the implementation of auto pay language on Maryland Health Connection (MHC). The auto pay policies will be requested during the certification process. • Provider search enhancements are scheduled to go live in August 2026. • The implementation date for enhancements to the prescription drug search is TBD. Carriers will be asked to test the updated drug search before it goes live. • MHBE will begin providing reports to carriers of outstanding effectuations. • 2026 Open Enrollment Dates are proposed as November 1, 2026 – December 31, 2026. Enrollments will have a January 1, 2027, effective date. • MHBE is processing Qualified Health Plan verification batches with disenrollments and removal of Advance Premium Tax Credit. MHBE will provide a schedule for when these batches will be sent to carriers by the beginning of the week of March 9, 2026. • The updated 834 Companion Guide will be sent to carriers by March 31, 2026. Comments/Feedback from participants: • Aarathi Narayanan (Kaiser Permanente) asked if the 834 Companion Guide will include the updated reconciliation process. • Nicole Edge confirmed that the updated reconciliation process will not be included in the 834 Companion Guide that will be released on March 31, 2026. A new Companion Guide will be released later; it will include the updated reconciliation process.

Consumer Assistance & Broker Support	- Wonda Oliver presented an overview of Consumer Assistance, including Outreach and Enrollment workers, the Consolidated Service Center, and Certified Brokers. In addition, Ms. Oliver provided details on the increase in the number of certified brokers at MHBE, and the support provided to consumers. - Nicole Edge presented MHBE's request asking carriers to provide dedicated resources to support brokers and streamline broker communication. Additional requests include a designated POC by each carrier who will assist with broker related concerns. Comments/Feedback from participants: - Allison Mangiaracino asked for clarity on whether the designated point of contact (POC) had to be from each carrier's Broker operations team. Also, if this request was for both individual and small business. - Nicole Edge confirmed that the POC does not have to be from a carrier's Broker Operations team. In addition, if possible, this level of support would be welcome for both Individual and Small Business.

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

Adjournment:

Meeting Adjourned 2:35 pm