Nevada Health Link
Operated by the Silver State Health Insurance Exchange

NCSL
Atlanta, GA
August 14, 2013

Agenda

1. Who we are
   • Nevada Statistics
   • Systems
   • Process Flow
2. Status of Implementation
3. Federal Data Hub Interaction (Testing)
4. Lessons Nevada Can Share with Other States
Nevada’s Uninsured

- 585,361 (24.9%) of Nevadans lack health insurance
  - 242,618 eligible for expanded Medicaid
  - 342,000 eligible for Nevada Health Link
  - Mix of dense Urban, Rural and Frontier areas
  - 7th Largest State by Size

Start your application for health coverage.

Explore your options: Individuals and Families, Employers

Connecting You To Health Insurance
Nevada Health Link was created by the State of Nevada to help individuals and small businesses easily shop for, compare and buy health insurance.

Make side-by-side comparisons of plans from different insurance companies and pick the plan that’s right for your needs. If you have questions, the Nevada Health Link team is here to help, by phone, online, and in-person.

Key Dates
Oct 2013 - You can start using this website to compare and choose health insurance plans.
Dec 15, 2013 - If you enroll in a plan by December 15, you’ll have coverage as
Status of the Development and Implementation of Nevada Health Link

- Nevada has received Conditional Certification from the Secretary of U.S. HHS to operate a State-Based Exchange
- The Exchange Board has approved 35 substantial recommendations of the Advisory Committees
- IT Implementation is on-time: Eligibility Engine (DWSS/Deloitte) and Business Operations Solution (Exchange/Xerox) will meet the October 1, 2013 deadline for operability
- Marketing and Outreach efforts have begun, with media campaign to begin July 1, 2013
- Coordination efforts between the Exchange and Division of Insurance continue to provide a safe and seamless transition for Nevada’s citizens

Federal Data Hub

Services Provided to Nevada Via the Federal Hub

Verification of Identity (Social Security Administration)

Verification of Citizenship/Lawful Presence (Department of Homeland Security)

Verification of Income (Internal Revenue Service)

- Nevada Health Link has conducted communications (test scenarios) that have yielded return information in a matter of seconds.
System Testing
Information as of 08/02/2013

• Nevada is in wave 4 testing

• 83 of 100 required test scenarios have been conducted and passed successfully (all 25 mandatory scenarios are complete).

• User Acceptance Testing UAT is scheduled to commence in mid August.

• All testing is scheduled to be complete in September.

Lessons Learned

• Build more flexibility into the State contracting system for the inevitable change orders.

• Ask for more staff up front (you will get more sleep that way).

• Must have collaboration and buy in from:
  • Governor’s Office
  • Attorney General
  • Division of Insurance
  • Health and Human Services/Medicaid
Lessons Learned

In the face of the overwhelming obstacles, what should be the highest 1-3 priorities for your state and why?

• Get the correct message out- States must make sure that marketing, advertising and outreach campaigns deliver a message that will cut through the broadcast media chatter and resonate with the target audience. This message must contain the how, where, when and WHY.

• Plan certification- Carriers must provide quality plans for sale on the Exchange….No plans, no enrollment.

• Operational readiness- The portal must work when a consumer goes shopping.

• Enrollment: without it the Exchange goes away…

• Market Health: too few carriers and too few options mean less choice…

Top IT Issues

• Federal Data Hub Availability
• Real Time Responses
• Bandwidth Capacity
• PHI, PII, FTI……
• System and Personnel Security
• Financial Systems
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