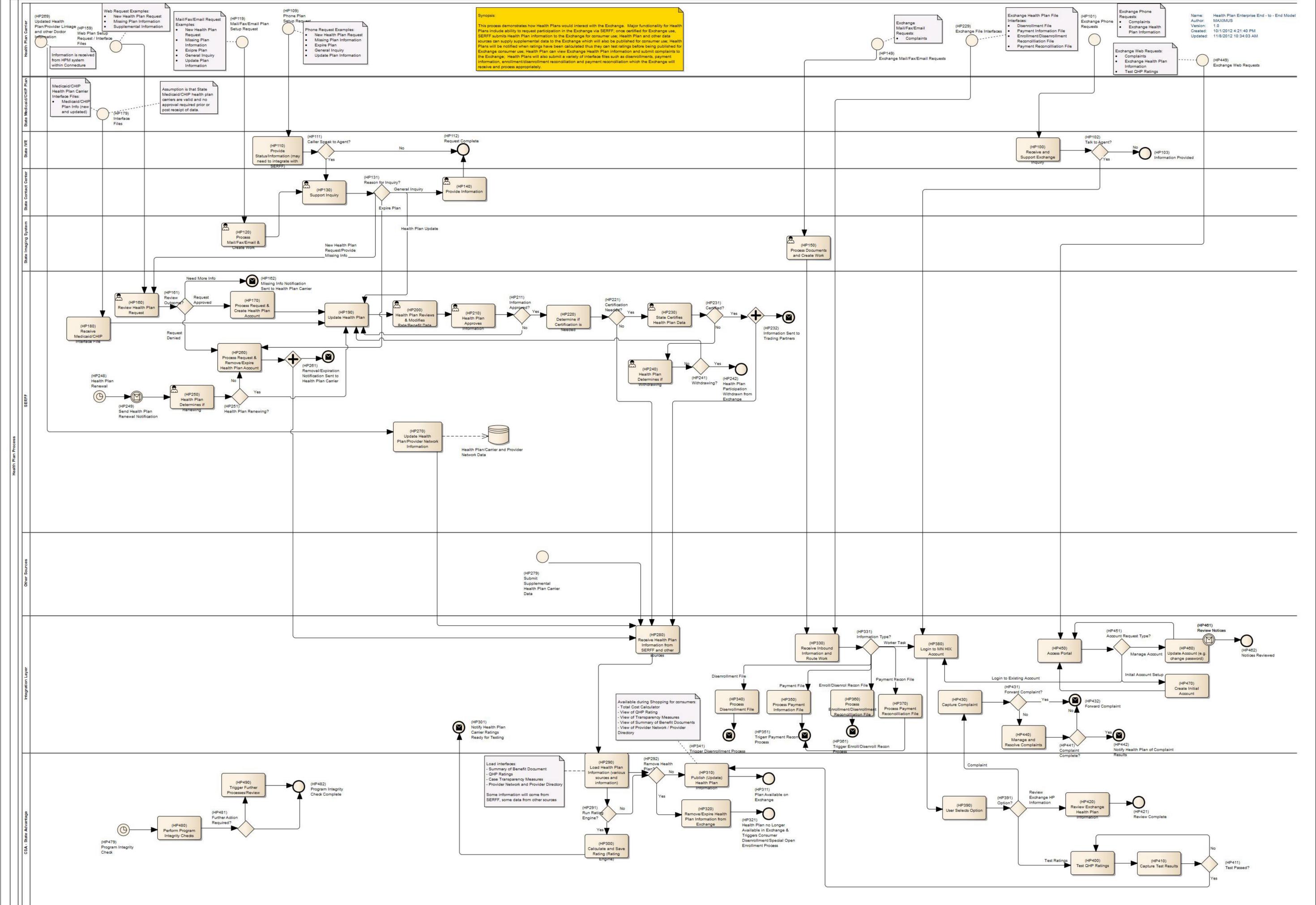


Health Plan Enterprise End - to - End Model

Synopsis:
This process demonstrates how Health Plans would interact with the Exchange. Major functionality for Health Plans include ability to request participation in the Exchange via SERFF; once certified for Exchange use, SERFF submits Health Plan information to the Exchange for consumer use. Health Plan and other data sources can supply supplemental data to the Exchange, which will also be published for consumer use. Health Plans will be notified when ratings have been calculated thus they can test ratings before being published for Exchange consumer use. Health Plan can view Exchange Health Plan information and submit complaints to the Exchange. Health Plans will also submit a variety of interface files such as disenrollments, payment information, enrollment/disenrollment reconciliation and payment reconciliation which the Exchange will receive and process appropriately.



Health Plan Carrier
(HP269) Updated Health Plan/Provider Linkage (HP169) and other Docord Web Plan Setup Request / Interface Files
Information is received from HPM system within Conecture
Web Request Examples:
• New Health Plan Request
• Missing Plan Information
• Supplemental Information
Mail/Fax/Email Request Examples:
• New Health Plan Request
• Missing Plan Information
• Expire Plan
• General Inquiry
• Update Plan Information
(HP119) Mail/Fax/Email Plan Setup Request
(HP109) Phone Plan Setup Request
Phone Request Examples:
• New Health Plan Request
• Missing Plan Information
• Expire Plan
• General Inquiry
• Update Plan Information

State Medicaid/CHIP Plan
Medicaid/CHIP Health Plan Carrier Interface Files
• Medicaid/CHIP Plan Info (new and updated)
(HP178) Interface Files
Assumption is that State Medicaid/CHIP health plan carriers are valid and no approval required prior or post receipt of data.

State VR
(HP110) Provide Status/Information (may need to integrate with SERFF)
Caller Speak to Agent?
Yes
No
(HP112) Request Complete

State Contact Center
(HP130) Support Inquiry
Reason for Inquiry?
General Inquiry
Expire Plan
(HP140) Provide Information
(HP120) Process Mail/Fax/Email & CRRS Work
New Health Plan Request/Provide Missing Info
Health Plan Update

State Imaging System
(HP160) Review Health Plan Request
(HP161) Review Request Outcome
Request Approved
Request Denied
(HP170) Process Request & Create Health Plan Account
(HP190) Update Health Plan
(HP200) Health Plan Reviews & Modifies Rate/Benefit Data
(HP210) Health Plan Approves Information
(HP211) Information Approved?
Yes
No
(HP220) Determine if Certification is Needed
(HP221) Certification Needed?
Yes
No
(HP230) State Certifies Health Plan Data
(HP231) Certified?
Yes
No
(HP232) Information Sent to Trading Partners
(HP240) Health Plan Determines if Withdrawing
(HP241) Withdrawing?
Yes
No
(HP242) Health Plan Participation Withdrawn from Exchange

SERFF
(HP248) Health Plan Renewal
(HP249) Send Health Plan Renewal Notification
(HP250) Health Plan Determines if Renewing
(HP251) Health Plan Renewing?
(HP260) Process Request & Remove/Expire Health Plan Account
(HP261) Removal/Expiration Notification Sent to Health Plan Carrier
(HP270) Update Health Plan/Provider Network Information
Health Plan/Carrier and Provider Network Data

Health Plan Process
(HP279) Submit Supplemental Health Plan Carrier Data

Other Sources
(HP280) Receive Health Plan Information from SERFF and other sources

Integration Layer
(HP330) Receive Inbound Information and Route Work
(HP331) Information Type?
Worker Task
(HP350) Login to MN HIX Account
(HP340) Process Disenrollment File
(HP350) Process Payment Information File
(HP360) Process Enrollment/Disenrollment Reconciliation File
(HP370) Process Payment Reconciliation File
(HP380) Capture Complaint
(HP431) Forward Complaint?
Yes
No
(HP432) Forward Complaint
(HP440) Manage and Resolve Complaints
(HP441) Complaint Complete?
Yes
No
(HP442) Notify Health Plan of Complaint Results
(HP450) Access Portal
(HP451) Account Request Type?
Manage Account
Initial Account Setup
(HP470) Create Initial Account
(HP480) Update Account (e.g. change password)
(HP461) Review Notices
(HP462) Notices Reviewed

CSA State Advantage
(HP479) Program Integrity Check
(HP480) Perform Program Integrity Checks
(HP481) Further Action Required?
(HP482) Program Integrity Check Complete
(HP490) Trigger Further Processes/Review
(HP290) Load Health Plan Information (various sources and information)
Load Interfaces:
- Summary of Benefit Document
- QHP Ratings
- Case Transparency Measures
- Provider Network and Provider Directory
Some information will come from SERFF, some data from other sources
(HP291) Run Rating Engine?
Yes
No
(HP300) Calculate and Save Rating (Rating Engine)
(HP292) Remove Health Plan?
Yes
No
(HP310) Publish (Update) Health Plan Information
(HP311) Plan Available on Exchange
(HP320) Remove/Expire Health Plan Information from Exchange
(HP321) Health Plan no Longer Available in Exchange & Triggers Consumer Disenrollment/Special Open Enrollment Process
(HP390) User Selects Option
(HP391) Option?
Review Exchange HP Information
(HP420) Review Exchange Health Plan Information
(HP421) Review Complete
(HP400) Test CHP Ratings
(HP410) Capture Test Results
(HP411) Test Passed?
Yes
No