

# NMHIX – Carrier Testing Review

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- Attendees Gathering 12:00 – 12:05 PM MST
- Presentation Start 12:05 PM MST
- Question addressed after presentation

For questions please use the chat function in zoom.

# New Mexico Health Insurance Exchange

Carrier Integration with NFP  
Health's Financial  
Management System

## Testing Review

December 2020

# Overview

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- NMHIX has engaged Optum and NFP Health to build, deploy and operate a state-based exchange for individuals beginning for policy year 2022. First EDI file to carriers no earlier than Nov. 1, 2021
- Key Changes Refresher:
  - Payment and Billing handled exclusively by NMHIX. Monthly remittance and 820 sent from NMHIX → Carriers.
  - NMHIX will only transmit new/renew enrollments once binder payment is made. Cancellations for Voluntary and NSF only.
  - Termination and Reinstatement initiated exclusively by NMHIX (NMHIX → Carriers)
    - PEND and UNPEND EDI provided to inform Carriers management of delinquency
  - One daily batch 834 file sent per Carrier HIOS ID per day

# Today's Presentation

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Today's topic will be to discuss the testing process for daily 834 EDI enrollment files and the monthly 820 which will be sent from NMHIX

- Context: As an SBE, the NM HIX System is enabled to function as the Single Source of Truth for eligibility, enrollment, billing and premiums, reducing complexity for Carriers and Members.
- Carrier Test Plan Overview

# Test Plan (Carrier Testing)

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- Testing Timeline: May 3, 2021 thru June 4, 2021
- Testing Goal: Validate the various unique use cases (against the 834 and 820 companion guides) which occur over a 14-month lifecycle (a mock period from 2021 OEP thru 2022 OEP)
- Testing Overview: Utilizing the NMHIX System Integration Test (SIT) Environment, we will perform server time travel and operational processes which allow us to mimic the unique, real-world use cases which occur over the lifecycle of QHP enrollments. The 834 and 820 files will be delivered to Carriers in accordance with a pre-defined 5-week schedule. The Carriers are requested to provide TA1/999's and effectuations, as appropriate. 2021 Plan Year Data will be used (loaded for both 2021 and 2022 plan years).

# Test Plan (Carrier Testing)

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- Testing Method: SFTP connections should already be established for each Carrier. NFP will place the EDI generated in SIT into the Carrier specific outbound folders and ingest the Carrier responses (TA1/999, Effectuations)
- Key Personnel (NFP): Mona Agarwal – EDI Technical Lead; Chris Hopper – Exchange Testing Coordinator.
- Key Personnel (Carrier): ?? – EDI Technical Lead; ?? - Carrier Testing Coordinator. Please identify.
- Issue Management: The Exchange and Carrier Testing Coordinators will maintain and manage an Issues Log. Any issues with processing the test EDI be logged using the Issue Log, providing the data from the failed transaction and a statement as to the issue.
- Success Criteria: TA1/999 and Effectuations will provide two levels of validation.

# Test Plan (Carrier Testing)

- Test Scope:
  - Initial Enrollments
    - Carrier Effectuation (throughout testing)
    - 999 (throughout testing)
    - 834 Transaction Level Processing Failure Response (throughout testing)
  - Initial w/Disabled Dependent
  - Initial w/Broker
  - Adds
  - Policy Changes
  - Cancellation. Note: very rare; EDI transmission is subject to binder; use case = NSF scenario & Voluntary Cancellation
  - Voluntary Terms
  - SEP Adds
  - SEP Retro Term
  - SEP Retro Add
  - Profile Data Updates
  - Delinquency\*
  - Exit Delinquency/Pay Current\*
  - Term for Non-Payment\*
  - Reinstatement
  - Active Renewals (OE 2022)
  - Auto Renewals (OE 2022)
  - 820's (Payment scenario and Adjustment scenario)

# Test Plan (Carrier Testing)

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- Test Schedule:

- May 3 - 7
  - Initial Enrollments (including disabled, brokers, etc.), Adds, and Policy Changes
- May 10-14
  - Cancellation, 820 (Payment), Voluntary Terms, and Profile Data Updates
- May 17 - 21
  - SEP (Adds, Retro Adds, Retro Terms), 820 (Adjustment), and Delinquency
- May 24 - 28
  - Exit Delinquency/Pay Current, Term for Non-Payment, and Reinstatement
- May 31 – June 4
  - Auto-Renewal, Active Renewal, Active Change to Auto-Renewed

- Test Communications and Meetings:

- A daily activities log will be maintained and emailed
  - New Outbound Updates - Exchange Testing Coordinator
  - Processing Status Updates – Carrier Testing Coordinator
- Each Carrier will be provided a 15 minute time slot on Tuesday and Thursday for bi-weekly stand-up



# Test Plan (Carrier Testing)

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- **Test Readiness:**

- A 1:1 Readiness Assessment Meeting - between March 22, 2021 and April 2, 2021
  - Required Attendees: Carrier Testing Coordinator, Carrier EDI Technical Lead, Exchange Testing Coordinator, and Exchange EDI Technical Lead
  - Confirm Contact Information of Key Personnel
  - Review and Discuss Issues Log and Daily Activities Log
  - Bi-weekly Stand-up meeting times will be determined and scheduled accordingly
- On April 19, 2021, NFP will stage a single Initial Enrollment to the respective Carrier SFTP for readiness validation. Request effectuation file be sent back between April 20, 2021 and April 26, 2021.

- **Carrier Sign-Off:**

- Carrier Testing Coordinator is expected to provide Carrier Testing Completion sign-off post Carrier testing. Any questions/concerns regarding the Test Plan should be remediated prior to starting testing on May 3, 2021. Prior to sending detailed questions regarding Carrier Testing, please assign a Carrier Testing Coordinator and funnel all questions thru this resource.

- **Out of Scope:**

- Only dummy data will be used during Carrier Testing (no PII or PHI) – thereby no Business Associate Agreement (BAA) is required for participation in 834 and 820 EDI Carrier Testing.
- A Reconciliation Guide is being prepared for distribution to all stakeholders early next year.

# Next Actions

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- NFP will send out this presentation
- Questions outside of this forum can be emailed to [NM.Carrier.Support@nfphealth.com](mailto:NM.Carrier.Support@nfphealth.com)
- Using the above email address, please provide the contacts for the EDI Technical Lead and the Carrier Test Coordinator. Please provide by March 12, 2021
- NFP will reach out to the Carrier Testing Coordinator the week of March 15, 2021 to establish a Test Readiness Meeting time (to occur between March 22 and April 2).

# Questions

