

**11/17/2020 - SBE Transition Plan Management Meeting Q&A Log**

#	Organization	Questions & Comments	Answers
1	Evolut Health	<p>Part A) What happens if a member's zip code crosses counties (could be a zip that could either be considered in Bernalillo or Valencia, for example)? In terms of the end users' experience, what happens if they put a zip code in – will it default to one?</p> <p>Part B) Is there anything built behind the scenes to ensure they pick the correct county? What if the rates differ between one county or the other because they could technically game the system to get a better rate?</p>	<p>Part A) The user will have to select the county they live in. If there are multiple counties for the Zip code, the user will have an option to select the county.</p> <p>Part B) While selecting a county is required, the system does not verify the county during the application. We will be completing address verification for mailing notices and can create a back-end review process should to verify county selection.</p>
2	HPS	Will this presentation be sent out to the participants on the meeting?	Yes, this presentation will be posted to the website. <a href="https://bewellnm.com/state-based-exchange">https://bewellnm.com/state-based-exchange</a>
3	BCBS-IL	On slide 5 of the presentation, what does the “10/1 go-live date” mean? Is that when the production system goes up or is that when users would be able to view plans?	In October of next year, we plan to have a preview shopping window. Also, at that time users will be invited onto the system to claim their accounts which we’ve transferred from healthcare.gov. This is some of the work that happens in the month of October in preparation for Open Enrollment starting November 1st (2021).
4	Centene	Could you please let us know if there is any process for how to set up an account on NM portal for carriers?	We will be providing additional instructions as we get into next year about the process. It will be a simple process where a carrier administrator will receive an email to come on to the platform to register themselves by providing their name and email address. This is how the administrator will be able to create an account and get into the system. A step-by-step process will be shared later next year as a part of the user guides.
5	BCBS-IL	Will issuers continue filing/loading templates directly into SERFF and then there would be a transfer? We wouldn't be loading directly into the system, correct?	Yes, that's correct.
6		Is there a way we can get the reconciliation guide for SBE?	We don't have a reconciliation guide ready to distribute at this time, but we will provide one next year. In the meantime, we're happy to meet 1:1 with carriers.