New York Health Benefit Exchange

**Detailed Design Review Summary for
Section 4.0 Plan Management
October 9-10, 2012**

Item Number	Topic
4.5	Support Health Plans and Provide Technical Assistance

Technical support for health plans will be achieved through two distinct but related functions:

(1) Exchange Plan Management Staff

The organizational structure proposed by New York in its June 2012 Exchange Establishment grant application includes a dedicated group of staff to providing support to issuers of Qualified Health Plans. Each health plan will be assigned to a designated team in which each team has a plan management supervisor, a coordinator, a data analyst, and an administrative assistant. The grant application provided for a total of three teams based on an assumption of the number of health plans that would participate in the Exchange; however, the final number of teams will be based on the actual number of plans and products offered on the Exchange. The responsibility of these teams will not only include coordination during the certification, recertification, and decertification processes, but they will also be the central point of contract with other state agencies, including regulators at the Department of Financial Services and within other offices of the Department of Health, and the contractors engaged in implementation and operation of the Exchange. This organizational model has worked effectively for the implementation and operation of the state's Medicaid managed care and Child Health Plus programs.

(2) The System Integrator:

The Systems Integrator will provide technical support for technical issues that arise such as difficultly with web portal data, acceptance and/or delivery of enrollment and eligibility transactions, etc.

In addition, the System Integrator is in the process of establishing a tool for health plans to review their respective QHP data prior to it being displayed on the Exchange web site. This will allow the health plans to ensure that all data is accurately captured from the various systems (i.e., SERFF, QARR, and PNDS).