

## SECTION II: POLICIES

### QHP ISSUER PARTICIPATION STANDARDS

**SUBJECT:** Exchange Certification

**PURPOSE:** To ensure that all Northeast Delta Dental plans offered on the FFM are certified by the Exchange and are in compliance with FFM processes, procedures, and requirements under Subpart K of Part 155 and, in the small group market, 45 CFR 155.705.

**POLICY:** It is Northeast Delta Dental's policy to ensure that all Northeast Delta Dental plans being sold on the FFM have been certified by the Exchange prior to being offered on the FFM and are in compliance with FFM processes, procedures, and requirements under Subpart K of Part 155 and, in the small group market, 45 CFR 155.705.

**PROCESS:** Northeast Delta Dental reviews and submits their plan offerings on an annual basis for certification by the Exchange. This process includes:

1. Review of the current prescribed benchmark, Letter to Issuers, and HHS Notice of Benefit and Payment Parameters outlining the benefits and requirements of a Pediatric Dental EHB.
2. Review of the applicable state laws.
3. Registering with the Enterprise Identity Management System (EIDM) to gain access to the Health Insurance Oversight System (HIOS) to obtain product and plan IDs.
4. Submitting QHP application for all plans intended to be offered on the FFM, including all required documents (forms, rates, templates, attestations and binders) through SERFF for state approval and in accordance with the timelines set by the applicable state and CMS.
5. Reviewing plan offerings in Plan Preview provided in HIOS.
6. Providing Plan Confirmation and QHP/SADP Certification validation of the final plan list, signing and submitting the Privacy and Security Agreement and Senior Officer Acknowledgement forms to CMS.
7. Awaiting the final countersigned agreement.

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References: [§ 156.200\(a\)](#), [§ 156.200\(b\)\(2\)](#), [§ 155.705](#)

## **QHP ISSUER PARTICIPATION STANDARDS**

**SUBJECT:** Licensure and Good Standing

**PURPOSE:** To ensure that Northeast Delta Dental has obtained the required licensure and certificate of good standing with the state in which the plans offered on the FFM are being sold.

**POLICY:** It is Northeast Delta Dental's policy to obtain the required licensure and certificate of good standing with the state in which the plans offered on the FFM are being sold.

**PROCESS:** Obtain a certificate of good standing from the respective state insurance departments.

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References: [§ 156.200\(b\)\(4\)](#)

### **QHP ISSUER PARTICIPATION STANDARDS**

**SUBJECT:** Non-Discrimination

**PURPOSE:** To ensure that all Northeast Delta Dental plans are offered on the FFM without discrimination on the basis of race, color, national origin, disability, age, sex, gender identity or sexual orientation.

**POLICY:** It is Northeast Delta Dental’s policy to provide dental plans certified by the Exchange and offered on the FFM without discrimination on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status.

**PROCESS:** The open enrollment process on healthcare.gov does not question or request criteria related to race, color, national origin, disability gender identity or sexual orientation. Questions related to age are asked for the purpose of determining pediatric plans and questions related to both age and sex are asked for the purpose of determining health trends. Policy underwriting is performed on a group, not an individual, basis, and rates have been filed prior to open enrollment with a guaranteed premium.

Materials available and provided to the consumer during and after enrollment include the following statement pursuant to 45 CFR § 156.200(e):

“Northeast Delta Dental does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status.”

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References: [§ 156.200\(e\)](#)

### **QHP ISSUER PARTICIPATION STANDARDS**

**SUBJECT:** Agent/Broker Compensation

**PURPOSE:** To ensure agents and brokers compensated for QHP plans offered through the FFM receive equal pay as the agents and brokers compensated for non-QHP plans offered outside of the FFM.

**POLICY:** It is Northeast Delta Dental's policy to compensate agents and brokers equal pay regardless of whether or not the plan is sold inside or outside the FFM.

**PROCESS:** Commission paid to agents and brokers, both on and off the exchange include 10% commission for the sale of an individual plans and 5% commission for the sale of group plans, as outlined in the Actuarial Memorandum at the time of filing.

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References: [§ 156.200\(f\)](#)

## QHP RATE AND BENEFIT INFORMATION

**SUBJECT:** Rate Increase Justifications

**PURPOSE:** To submit justifications of rate increases to the Exchange prior to the implementation of the rate increase and prominently posting justifications of rate increases on the QHP Issuer's website.

**POLICY:** It is Northeast Delta Dental's policy to submit rate increase justifications annually to the Exchange prior to the implementation of the rate increase and to prominently post the justification of rate increases on its website.

**PROCESS:** The following is the process for submitting rate justifications and prominently posting them on the website:

1. File rate increase justifications annually, as required with Exchange filings, prior to the implementation of the rate increase.
2. Actuary will provide VP, Sales & Marketing the justification of rate increases.
3. Marketing will format the text to prepare it for display on our corporate website.
4. The VP, Sales & Marketing will ensure the justification is added to the corporate website in the Health Insurance Marketplace Plans section.

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References: [§ 156.210\(c\)](#)

## TRANSPARENCY IN COVERAGE

**SUBJECT:** Claims payment policies and practices.

**PURPOSE:** To provide information on claims payment policies and practices to the Exchange, HHS, the State Insurance Commissioner and to the public in plain language and in a timely and efficient manner.

**POLICY:** It is Northeast Delta Dental's policy to provide information on claims payment policies and practices to the Exchange, HHS, the State Insurance Commissioner and to the public in plain language and in a timely and efficient manner.

**PROCESS:** Northeast Delta Dental will provide, in plain language and in a timely and efficient manner, information regarding payment of claims policies and practices, to the Exchange, HHS, the State Insurance Commissioner and to the public as required by 45 CFR § 156.220.

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References: [§ 156.220\(a\)\(1\)](#), [§ 156.220\(b\)](#), [§ 156.220\(c\)](#)

**QHP MARKETING AND BENEFIT DESIGN**

**SUBJECT:** Enrollment of individuals with significant health needs.

**PURPOSE:** To ensure Northeast Delta Dental’s marketing practices or benefit designs do not have the effect of discouraging the enrollment of individuals with significant health needs in QHPs.

**POLICY:** It is Northeast Delta Dental’s policy to encourage enrollment of individuals regardless of health needs. It is further Northeast Delta Dental’s policy to prohibit marketing practices or benefits designs that will have the effect of discouraging the enrollment of individuals with significant health needs.

**PROCESS:** The open enrollment process on healthcare.gov does not question or request criteria related to health conditions. Policy underwriting is performed on a group, not an individual, basis and rates have been filed prior to open enrollment with a guaranteed premium. Waiting periods on policies are consistent for all persons and not specific to particular individuals.

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References: [§ 156.225\(b\)](#)

## DELEGATED DOWNSTREAM ENTITIES

**SUBJECT:** Compliance with standards applicable to delegated and downstream entities

**PURPOSE:** To ensure compliance with standards applicable to delegated and downstream entities to prevent marketing practices or benefit designs that will have the effect of discouraging enrollment of individuals with significant health needs in QHPs. To further ensure that a compliant delegation agreement has been signed with all delegated and downstream entities.

**POLICY:** It is Northeast Delta Dental's policy to ensure compliance with standards applicable to delegated and downstream entities to prevent marketing practices or benefit designs that will have the effect of discouraging enrollment of individuals with significant health needs in QHPs and to ensure that a compliant delegation agreement has been signed with all delegated and downstream entities.

**PROCESS:** All downstream and delegated entities are required via contract to comply with Northeast Delta Dental's QHP Policies and Procedures. All contracts with downstream and delegated entities shall:

- (1) Specify the delegated activities and reporting responsibilities;
- (2) Provide for revocation of the delegated activities and reporting standards or specify other remedies in instances where HHS or the QHP issuer determines that such parties have not performed satisfactorily;
- (3) Specify that the delegated or downstream entity must comply with all applicable laws and regulations relating to the standards specified under 156.340(a); and
- (4) Specify that the delegated or downstream entity must permit access by the Secretary and the OIG or their designees in connection with their right to evaluate through audit, inspection, or other means, to the delegated or downstream entity's books, contracts, computers, or other electronic systems, including medical records and documentation, relating to the QHP issuer's obligations in accordance with Federal standards under paragraph (a) of this section until 10 years from the final date of the agreement period.

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References: [§ 156.225](#); [§ 156.340\(a\)\(1\)](#); [§ 156.340\(b\)](#)



## **AFFILIATED AGENT/BROKER COMPLIANCE**

**SUBJECT:** Affiliated agent/broker compliance

**PURPOSE:** To ensure that affiliated agents/brokers are in compliance with standards for downstream and delegated entities pursuant to 45 CFR § 156.340.

**POLICY:** It is Northeast Delta Dental's policy to ensure compliance by its affiliated agents/brokers, as downstream and delegated entities, with the standards for downstream and delegated entities set forth in 45 CFR § 156.340 and as outlined in the process below.

**PROCESS:**

1. For SHOP plans:
  - a. Northeast Delta Dental Group Maintenance Department receives an 834 EDI file from FFM.
  - b. Group Maintenance sends the pertinent information to the Account Services Department.
2. For Individual plans:
  - a. Encara (Third Party Administrator) receives an 834 EDI file from FFM.
  - b. Encara transmits data, including agent or broker information to NEDD.
3. For SHOP or Individual plans - Account Services performs the following checks:
  - a. DCS for the NPN and license numbers
  - b. CMS for the NPN registration
  - c. Applicable state for the active license and certification for exchanges
    - I. The certification on the state web site will indicate if the agent/broker is certified for Individual, SHOP or both

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References: [§ 156.340\(a\)\(3\)](#); [§ 155.220](#); [§ 156.705](#); [§ 156.715](#)

## NETWORK ADEQUACY STANDARDS

**SUBJECT:** Provider Directory

**PURPOSE:** To ensure access to the provider directory, identifying providers that are not accepting new patients, for publication online and available in hard copy upon request.

**POLICY:** It is Northeast Delta Dental's policy to provide a current provider directory which identifies providers that are not accepting new patients and to provide the directory online or in hard copy upon request.

**PROCESS:** The following is the process by which the provider directory is updated and maintained:

- 1.) Northeast Delta Dental requests, at least annually, that participating providers advise whether they are accepting new patients.
- 2.) Northeast Delta Dental updates the provider website and provider availability frequently.

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References: [§ 156.230\(b\)](#)

## NETWORK ADEQUACY STANDARDS

**SUBJECT:** Provider Discontinuation

**PURPOSE:** To ensure enrollees receive sufficient written notice of discontinuation of a provider and an option to continue active treatment with the terminated provider based on the below policy provisions.

**POLICY:** It is Northeast Delta Dental's policy to make a good faith effort to provide written notice to impacted enrollees of discontinuation of a provider thirty (30) days prior to the effective date of the change and to allow an enrollee in an active course of treatment to continue treatment until the treatment is complete or for ninety (90) days, whichever is shorter, at in-network cost-sharing rates, if a provider is terminated without cause.

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References: [§ 156.230\(d\)\(1\)](#), [§ 156.230\(d\)\(2\)](#)

## ESSENTIAL COMMUNITY PROVIDERS

**SUBJECT:** Geographic Distribution

**PURPOSE:** To ensure a sufficient number and geographic distribution of essential community providers to provide reasonable and timely access to a broad range of such providers for low-income, medically underserved individuals in the QHP's service area, in accordance with the Exchange's network adequacy standards.

**POLICY:** It is Northeast Delta Dental's policy to ensure a sufficient number and geographic distribution of essential community providers to provide reasonable and timely access to providers in accordance with the Exchange's network adequacy standards, including an ongoing, proactive process for contracting with new providers.

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References: [§ 156.235\(a\)](#), [§ 156.235\(b\)](#)

## PROVIDER TRANSITION NOTICES

**SUBJECT:** Compliance with federal provider transition notice requirements.

**PURPOSE:** To ensure that all Northeast Delta Dental (NEDD) enrollees receive adequate notification when their primary oral health provider is no longer a network participant or to allow an enrollee to continue treatment until the treatment is complete or for 90 days, whichever is shorter, at in-network cost-sharing rates, if a provider is terminated without cause.

**POLICY:** It is Northeast Delta Dental's policy to ensure that NEDD's business practices comply with the Provider Transition Notice requirement.

**PROCESS:** When a PPO provider has left a dental practice location or terminates his/her participation in the PPO network:

- 1) Provider Services will research whether or not that practice location has other PPO providers at that location.
  - a. If there are other PPO providers at the practice location, no further action is required.
  - b. If there are no PPO providers at the practice location, or the location closes, Provider Services must open an ad hoc report request to identify subscribers who must be notified.
- 2) The report must identify the following:
  - a. Any active individual covered through the FFM (SHOP or Individual) who has been seen at least one time by the PPO provider in the last 12 months.
  - b. Mailing address and email Address
- 3) If there is an email address on file, individual will be notified via email.
- 4) If there is no email address on file, individual will be notified via mail.

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References: § 156.230(d)(1), § 156.230(d)(2)

### MEANINGFUL ACCESS TO QHP INFORMATION

**SUBJECT:** Applications and Notices – Accessibility and Readability Requirements

**PURPOSE:** To ensure information provided to applicants and enrollees are provided in plain language and in a manner that is accessible and timely.

**POLICY:** It is Northeast Delta Dental’s policy to provide information to applicants and enrollees in plain language and in a manner that is accessible and timely.

**PROCESS:** Information is provided in the following:

1. The use of a single, streamlined application to determine eligibility and collect information necessary for enrollment and advance payments of premium tax credit.
2. Offer the tools to file an application via internet web site, telephone, mail and in person.
3. For individuals with limited English proficiency, Northeast Delta Dental contracts with language interpretation services at no cost to the individual.
4. For individuals with disabilities, Northeast Delta Dental provides accessible Web sites and auxiliary aids and services at no cost to the individual.

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References: [§ 156.250](#) , [§ 155.230\(b\)](#), [§ 155.335\(c\)](#), [§ 155.405](#), [§ 155.205\(c\)](#)

## RATING VARIATIONS

**SUBJECT:** Coverage Cost Parity

**PURPOSE:** To charge the same premium rate without regard to whether the plan is offered through an Exchange, directly from the issuer, or through an agent.

**POLICY:** It is Northeast Delta Dental's policy to combine experience rating for Exchange certified QHP plans sold on the FFM and Exchange certified non-QHP plans sold on the FFM to ensure the same premium rates.

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References: [§ 156.255\(b\)](#)

## ENROLLMENT PERIODS FOR QUALIFIED INDIVIDUALS

**SUBJECT:** Enrollment for Individuals

**PURPOSE:** To ensure enrollment of individuals during initial and annual open enrollment periods as described in § 155.410(b) and (e) and to make available, at a minimum, special enrollment periods as described in § 155.420(d) in accordance with the effective dates of coverage established by the Exchange pursuant to § 155.410(c) and (f) and § 155.420(b).

**POLICY:** It is Northeast Delta Dental's policy to ensure enrollment of individuals during the initial and annual open enrollment periods and to make available, at a minimum, special enrollment periods in accordance with the effective date of coverage established by the Exchange.

**PROCESS:** Individual enrollment:

1. Individuals seeking dental plans will visit [www.HealthCare.gov](http://www.HealthCare.gov) for:
  - a. Selection of dental plan
  - b. Number of dependents
  - c. Effective date
  - d. Rate information.
2. Enrollment information is then sent to Encara (Third Party Administrator) for fulfillment of plan materials.
3. Enrollment information is simultaneously sent to Northeast Delta Dental via secured EDI file from Encara for entering into the claims administration system.

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References: [§ 155.260\(a\)](#), [§ 155.410\(b\) \(c\) \(e\) and \(f\)](#), [§ 155.420\(b\) and \(d\)](#)



## ENROLLMENT PROCESS FOR QUALIFIED INDIVIDUALS

**SUBJECT:** Enrollment for Individuals

**PURPOSE:** To ensure enrollment of individuals is performed through the Exchange rather than direct enrollment with the QHP Issuer, enrollment information is safeguarded with respect to personally identifiable information, in compliance with the premium payment rules established by the Exchange and information packages for new enrollees meets readability and accessibility standards for individuals with disabilities or limited English proficiency.

**POLICY:** It is Northeast Delta Dental's policy to ensure enrollment of individuals is performed through the Exchange and not directly with Northeast Delta Dental and that all personally identifiable information regarding enrollment is safeguarded. It is further Northeast Delta Dental's policy to be in compliance with the premium rules established by the Exchange and with the readability and accessibility standards for individuals with disabilities or limited English proficiency.

**PROCESS:**

1. Individuals requesting enrollment directly through the issuer are directed to HealthCare.gov.
2. Enrollment information received is sent to Encara using an 834 EDI file onto a secure FTP server.
3. Premiums offered on Healthcare.gov are guaranteed and approved by the state and federal government prior to the sale.
4. Premium payments are transmitted to Encara (Third Party Administrator) using a secured 820 EDI File.
5. Encara sends a 999 Acknowledgement file to CMS upon receipt of the 820 file.
6. Encara sends policy documents and welcome letter to individuals on behalf of Northeast Delta Dental.
7. Documents provided to the individuals are written in English and with an approved Flesch Score readability. Individuals speaking a different language are assisted by means of a translation service contracted by Northeast Delta Dental.

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References: [§ 156.265\(b\)](#); [§ 156.265\(c\)](#); [§ 156.265\(d\)](#); [§ 156.265\(f\)](#); [§ 156.265\(g\)](#); [§ 156.1250](#).

## TERMINATION OF COVERAGE FOR QUALIFIED INDIVIDUALS

**SUBJECT:** Notice of termination to individuals

**PURPOSE:** To ensure notice of termination of coverage of an individual, including the effective date of termination, is sent to the individual promptly and without undue delay.

**POLICY:** It is Northeast Delta Dental's policy to notify individuals of termination of coverage, and to provide the effective date of and reason for such termination, to the individual promptly and without undue delay.

**PROCESS:** The following is the process for notifying individuals of termination:

1. Encara receives 834 file from CMS, which notifies Encara of terminated individuals.
2. Encara transmits the 834 file to Northeast Delta Dental.
3. Northeast Delta Dental promptly notifies individual of termination, including the effective date of and reason for such termination.
4. Termination records are retained electronically at Northeast Delta Dental.

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## TERMINATION OF COVERAGE FOR QUALIFIED INDIVIDUALS

**SUBJECT:** Termination for Non-Payment of Premium

**PURPOSE:** To ensure compliance with the termination of coverage for non-payment of premiums requirements set forth by § 155.430.

**POLICY:** It is Northeast Delta Dental's policy to include grace period consideration of three (3) consecutive months for enrollees receiving advance payments of the premium tax credits and enrollees in similar circumstances under the condition that the enrollee has previously paid at least one full month's premium during the benefit year. Northeast Delta Dental extends this policy to include the payment of all appropriate claims for services rendered to the enrollee during the first month of the grace period with the understanding that claims in the second and third months of the grace period may have a pending status.

**PROCESS:** When it is determined that an enrollee enters the three (3) month grace period for non-payment of premium, Northeast Delta Dental will:

- 1.) Pay all appropriate claims for services rendered to the enrollee during the first month of the grace period.
  - a. During the second and third months of the grace period, claims will be held in a pending status.
- 2.) Notify HHS and the enrollee of the delinquency of premium.
- 3.) Notify providers of the possibility for denied claims when an enrollee is in the second and third months of the grace period.
- 4.) Continue to collect advance payments of the premium tax credit on behalf of the enrollee from the Department of Treasury.
  - a. Collected advance payments of the premium tax credit paid on behalf of the enrollee for the second and third months of the grace period must be returned; and the enrollee must be terminated if the enrollee exhausts the grace period without paying all outstanding premiums.
  - b. The termination date for an enrollee that has exhausted the grace period without paying all outstanding premiums will be the last day of the first month of the three month grace period in accordance with [§ 155.430\(d\)\(4\)](#).
- 5.) Maintain records of termination in accordance with § 155.430(c).

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**ADDITIONAL STANDARDS SPECIFIC TO FF-SHOP**

**SUBJECT:** Rate-Setting Timelines

**PURPOSE:** To ensure compliance with established rules regarding accepting payment from the SHOP, adherence to the SHOP timeline for rate setting, and to charge the same rate for an entire twelve (12) month plan year.

**POLICY:** It is Northeast Delta Dental's policy to accept payment from the SHOP on behalf of a qualified employer or an enrollee in accordance with § 155.705(b)(4), to adhere to the SHOP timeline for rate setting as established in § 155.705(b)(6) and to charge the same rate for an entire twelve (12) month plan year.

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References: [§ 156.285\(a\)\(1\)](#), [§ 156.285\(a\)\(2\)](#), [§ 156.285\(a\)\(3\)](#), [§ 155.705\(b\)\(4\)](#), [§ 155.705\(b\)\(6\)](#)

**ADDITIONAL STANDARDS SPECIFIC TO FF-SHOP**

**SUBJECT:** Accepting payments from FF-SHOP

**PURPOSE:** To accept payment from the SHOP on behalf of a qualified employer or enrollee in accordance with § 155.705(b)(4) and to adhere to the SHOP timeline for rate setting as established in § 155.705(b)(6).

**POLICY:** It is Northeast Delta Dental’s policy to accept payment from the SHOP on behalf of a qualified employer or enrollee in accordance with § 155.705(b)(4) and to adhere to the SHOP timeline for rate setting as established in § 155.705(b)(6).

**PROCESS:** Payments received on behalf of an employer or enrollee is transmitted by a secured 820 EDI file. Rates are guaranteed and filed and approved prior to open enrollment.

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References: [§ 156.285](#), [§ 155.705](#)

**ADDITIONAL STANDARDS SPECIFIC TO FF-SHOP**

**SUBJECT:** Open and Special Enrollment Periods

**PURPOSE:** To ensure enrollment during initial and annual open enrollment periods as described in § 156.285(b)(1) and to make available, at a minimum, special enrollment periods as described in § 155.725(j) and in accordance with the effective dates of coverage established by the Exchange pursuant to § 156.260 and § 155.720.

**POLICY:** It is Northeast Delta Dental’s policy to ensure enrollment of employer groups during the initial and annual open enrollment periods and to make available, at a minimum, special enrollment periods in accordance with the effective date of coverage established by the Exchange.

**PROCESS:** SHOP enrollment:

1. Groups seeking dental plans will visit [www.HealthCare.gov](http://www.HealthCare.gov) as instructed by their employer group.
2. Enrollment information is then sent to Northeast Delta Dental for fulfillment of plan materials.

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References: [§ 156.285\(b\)\(1\)](#); [§ 156.285 \(b\)\(3\)](#), [§ 155.725\(j\)](#).

**ADDITIONAL STANDARDS SPECIFIC TO FF-SHOP**

**SUBJECT:** Notice of Termination of Coverage

**PURPOSE:** To ensure compliance with termination of coverage requirements in SHOP, as outlined in § 155.735 or § 156.270.

**POLICY:** It is Northeast Delta Dental’s policy to comply with the requirements of termination of coverage

**PROCESS:** When the Exchange initiates termination of an enrollee’s coverage:

1. Northeast Delta Dental receives and 834 EDI file notification of active and terminated enrollees.
2. Northeast Delta Dental assigns termination date indicated by CMS.
3. Northeast Delta Dental sends termination notice to employer group including effective date of and reason for termination.

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References: [§ 156.285\(d\)](#), [§ 155.735](#), [§ 156.270\(a\)](#), [§ 156.270\(b\)](#), [§ 156.270\(i\)](#), [§ 156.290\(b\)](#)

## NON-RENEWAL AND DECERTIFICATION

**SUBJECT:** Non-renewal and Decertification of QHP Certified Plans

**PURPOSE:** To ensure compliance with the notification standards for non-renewal or decertification of QHP Certified plans, in accordance with 45 CFR § 156.290.

**POLICY:** It is Northeast Delta Dental's policy to adhere to and be in compliance with notification standards for non-renewal or decertification of QHP Certified plans as outlined below.

**PROCESS:** When Northeast Delta Dental no longer offers a QHP Certified plan, it will notify the Exchange of non-renewal or decertification by:

1. Sending notification to the Exchange of its decision prior to the beginning of the recertification process and procedures adopted by the exchange in accordance with §155.1075.
2. Fulfill its obligation to cover benefits for each enrollee through the end of the plan or benefit year.
3. Fulfill data reporting obligations from the last plan or benefit year of the certification.
4. Provide notice to enrollees in accordance with § 156.290.
5. Terminate coverage for enrollees in the QHP in accordance with § 156.270:
  - a. If decertification is initiated by the Exchange, enrollees are terminated only after the enrollees have an opportunity to enroll in other coverage.

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References: [45 CFR § 156.290](#)



## MAINTENANCE OF RECORDS

**SUBJECT:** Record Maintenance for Federally Facilitated Exchanges

**PURPOSE:** To maintain all financial records and documents relating to plans and plan benefits and communications with enrollees (whether paper, electronic, or other media) for a period of ten (10) years.

**POLICY:** It is Northeast Delta Dental's policy to maintain all documents and records (whether paper, electronic, or other media) relating to financial records, plan benefits documents and communications with enrollees for a period of ten (10) years.

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References: [§156.705\(a\)](#), [§ 156.705\(c\)](#), [§ 155.1210](#)

## HANDLING OF HEALTH INSURANCE CASEWORK SYSTEM (HICS)

**SUBJECT:** Handling of Health Insurance Casework System (HICS)

**PURPOSE:** To ensure that subscribers receive an expedient resolution to issues related to their enrollment.

**POLICY:** It is Northeast Delta Dental's policy to investigate HICS cases and provide resolution to issues related to enrollment within the appropriate and required time of 72 hours for Level 1 (urgent) cases and 15 calendar days for Level 2 cases.

**PROCESS:** When Northeast Delta Dental receives notification from CMS of a HICS case:

1. The NEDD employee assigned to the case will investigate the case in NEDD's system. If NEDD requires additional information, it will contact the subscriber by phone. If NEDD is unable to reach the subscriber by phone during their investigative process, NEDD will send a written request for information by mail and notate the HICS System.
2. If NEDD can resolve the issue upon first investigation, it will resolve the issue and send a mailed notification of the resolution to the subscriber and update the HICS Casework System. If NEDD cannot resolve the issue upon initial investigation, NEDD will reach out to Encara (NEDD's Third Party Administrator) to assist in the investigation.
3. If Encara can resolve the issue, it will either respond to NEDD with instructions on moving forward; or resolve the issue and notify the subscriber by mail and send NEDD a notification of resolution so that NEDD can update the HICS Casework System.
4. If the issue cannot be resolved by either NEDD or Encara, the case is then sent to XOSC Helpdesk through CMS. If no resolution can be accomplished, the case is then referred to first the caseworker and ultimately, the case manager, if necessary.

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References: [§ 156.1010\(b\)](#); [§ 156.1010\(d\)](#); [§ 156.1010\(f\)](#)

**OTHER NOTICES FOR SPECIAL ENROLLMENT PERIODS**

**SUBJECT:** Notice requirements for Special Enrollment Period material or benefit display errors.

**PURPOSE:** To ensure that enrollees receive notice within 30 days of correction of any material or benefit display errors and the enrollee’s eligibility for a Special Enrollment Period.

**POLICY:** It is Northeast Delta Dental’s policy to notify enrollees within 30 days of correction of any material or benefit display errors and the enrollee’s eligibility for a Special Enrollment Period in accordance with 45 CFR § 156.1256.

**PROCESS:** When there is an error in material or benefit display and the enrollee’s eligibility for a Special Enrollment Period, Northeast Delta Dental will notify the enrollee within 30 days after receiving notice from the FFM that the error has been fixed.

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References: [§ 156.1256](#)