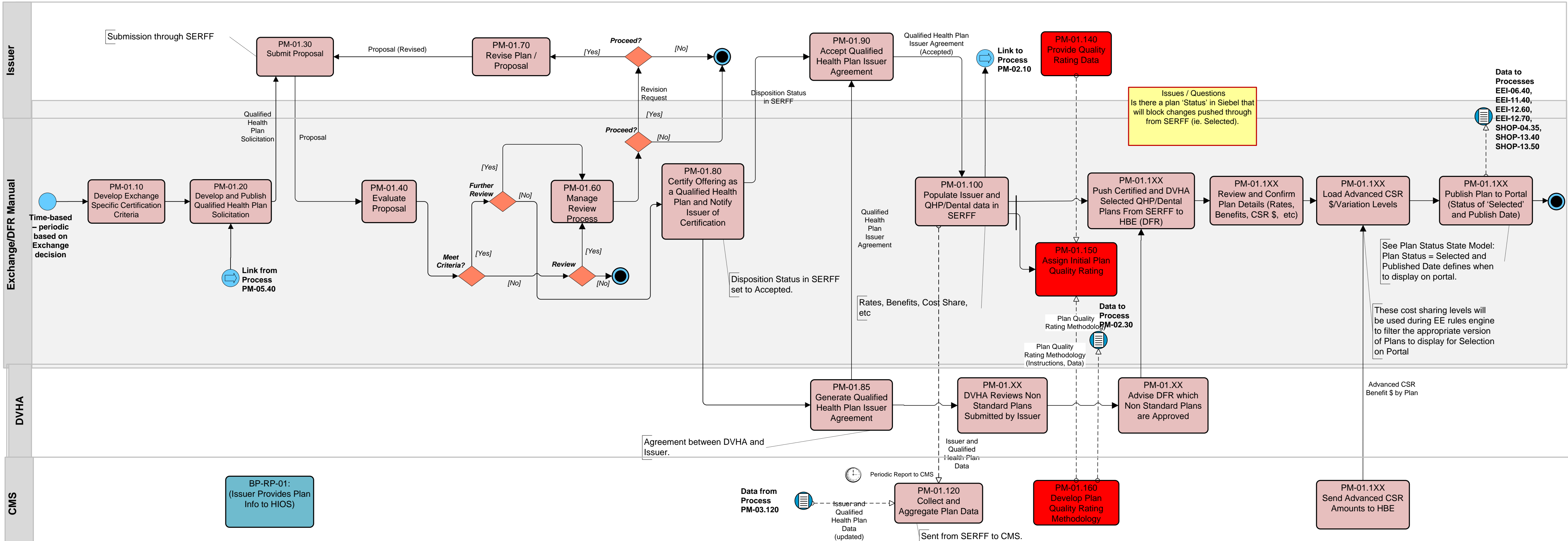
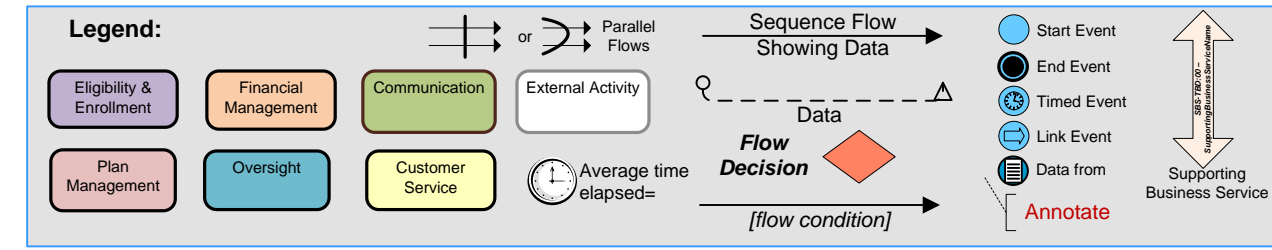


Establish Issuer and Plan Initial Certification and Agreement
PM-01

This process may be performed in order to accomplish the initial (first-time) certification and agreement for a qualified health plan provided by an issuer. Components of this process may also be reused for recertification.

| Issues / Questions | | |
|--------------------|--|--|
| | | |



Synopsis

This process is performed in order to load public program information (Medicaid, Dr Dynosaur, etc) into the HBE

Issues / Questions

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Average time elapsed=

Sequence Flow Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

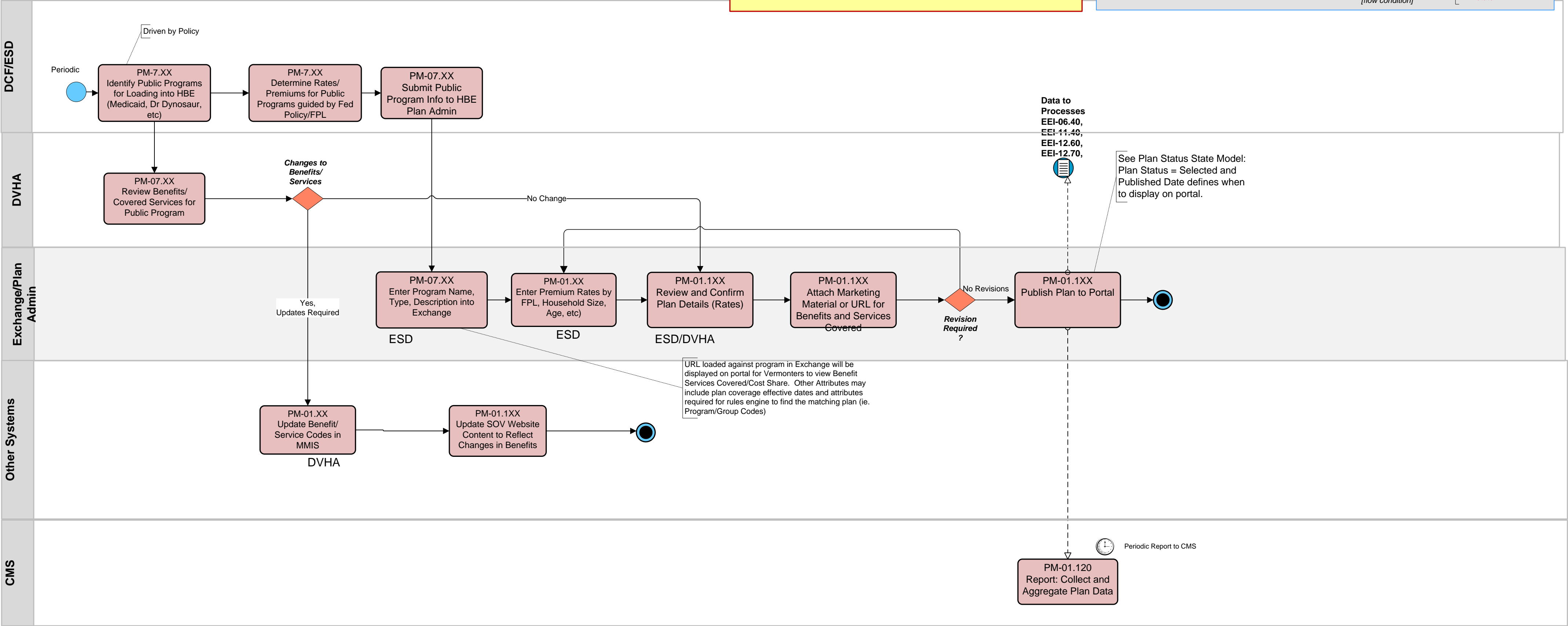
Link Event

Data from

Annotate

Parallel Flows

Supporting Business Service



Monitor Issuer and Plan Certification Compliance
PM-02

Synopsis

This process may consist of administrative activities performed in order to monitor plan performance and certification compliance. Plan quality ratings are also updated as part of this process.

Issues / Questions

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Sequence Flow Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

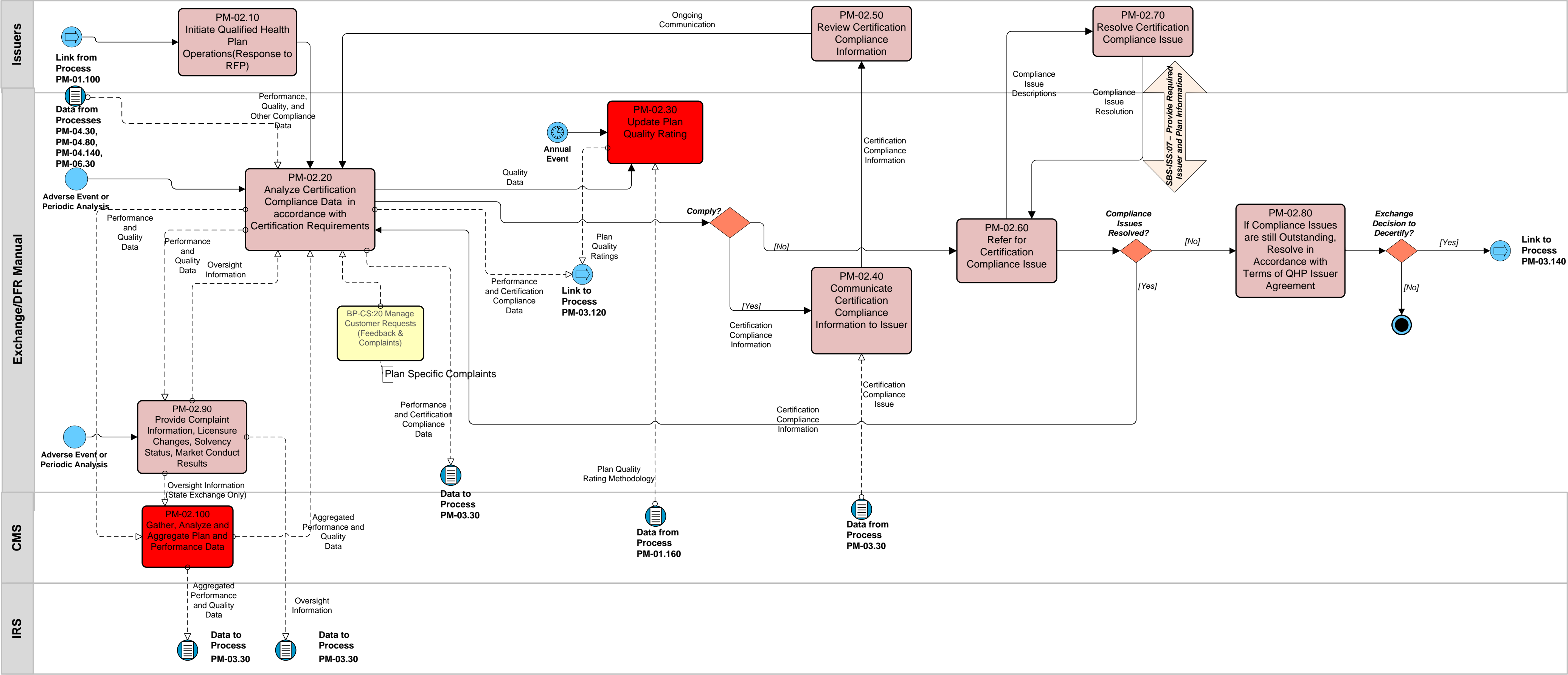
Data from

Annotate

Parallel Flows

Average time elapsed=

Supporting Business Service

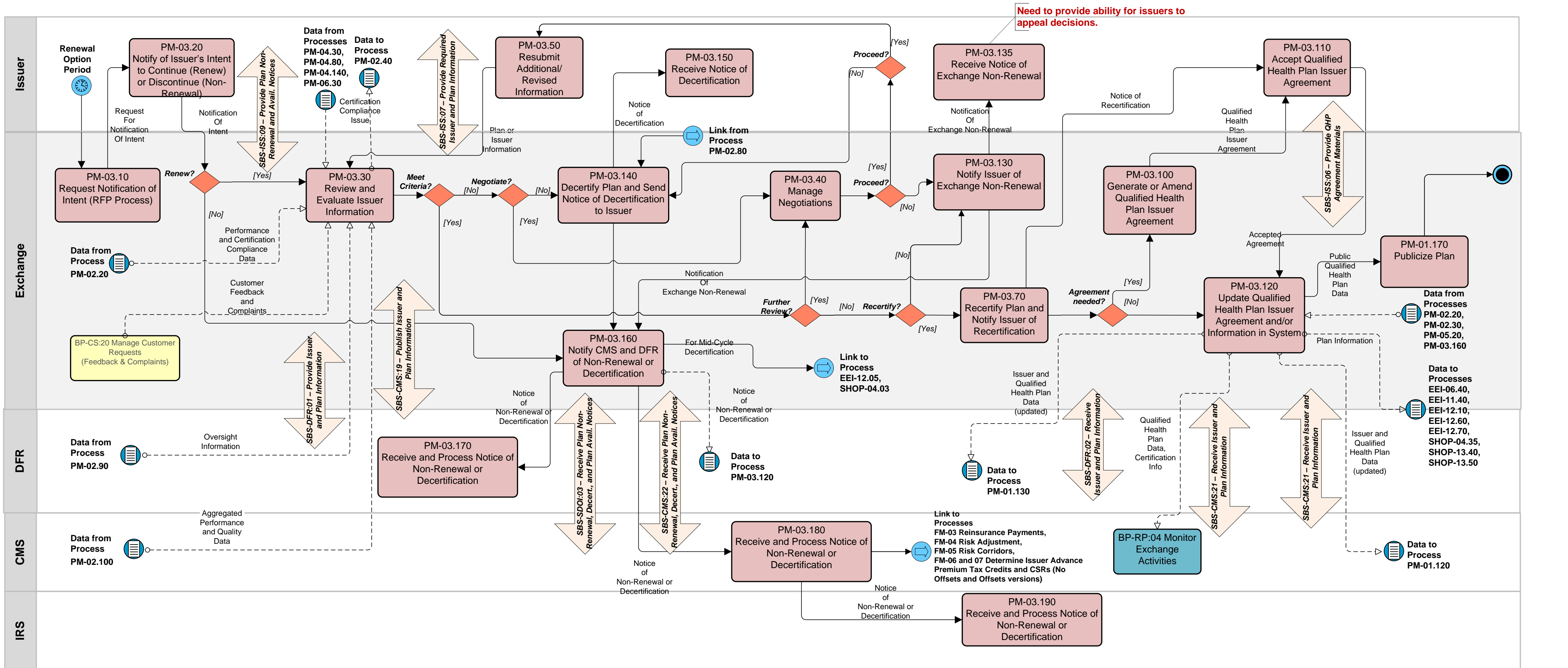


Establish Issuer and Plan Renewal and Recertification
PM-03

This process may be performed after the initial certification process for qualified health plans. The process may include activities associated with the recertification of qualified health plan participation, including potential decertification of the qualified health plan.

| Issues / Questions | | |
|--------------------|--|--|
| | | |

The diagram illustrates a process flow for a 'Flow Decision'. It starts with a sequence of steps: Eligibility & Enrollment, Financial Management, Communication, External Activity, Plan Management, Oversight, and Customer Service. These steps lead to a 'Flow Decision' diamond. The decision is based on 'Data' (represented by a magnifying glass icon) and 'Average time elapsed' (represented by a clock icon). The decision outcome is determined by a '[flow condition]' (represented by an arrow). The process then branches into 'Annotate' (represented by a dashed line) and 'Supporting Business Service' (represented by a solid arrow). The 'Annotate' step includes 'End Event', 'Timed Event', 'Link Event', and 'Data from'.



Maintain Operational Data
PM-04

Synopsis

This process may be performed to maintain the currency of the operational data received from issuers, to analyze changes in the data, and to take appropriate actions based on the changes in the data. The data may include: provider network data, issuer general information, transparency data, quality information, complaint data (from multiple sources), and marketing materials and notifications to members.

Issues / Questions

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Average time elapsed=

Sequence Flow Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

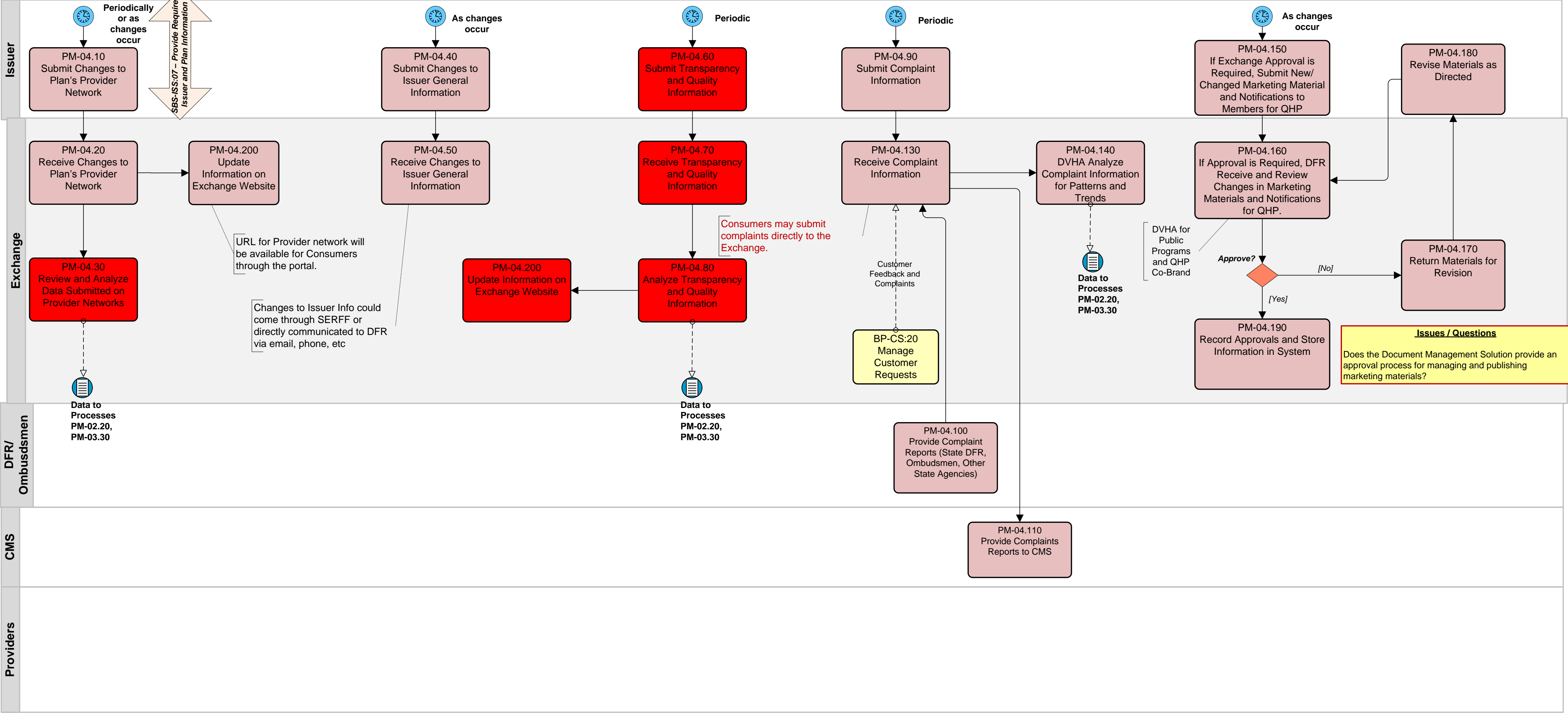
Link Event

Data from

Annotate

Parallel Flows

Supporting Business Service



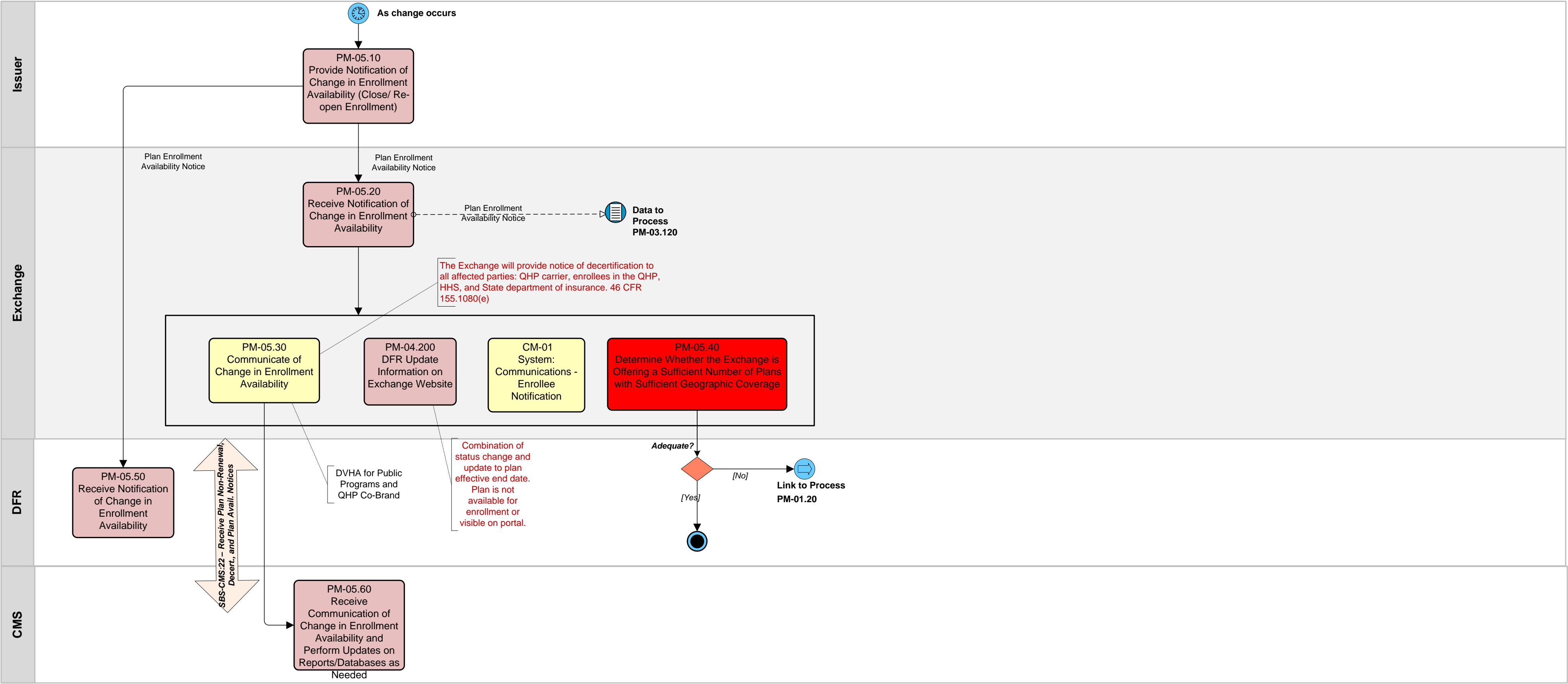
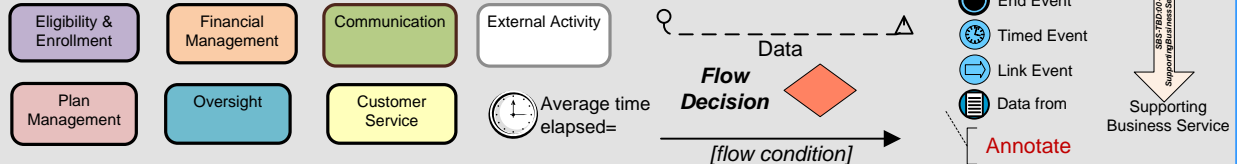
Process Change in Plan Enrollment Availability
PM-05

Synopsis

This process may be performed when an issuer either closes or re-opens enrollment for a QHP during a plan year. The issuer may close enrollment of a QHP under certain conditions specified in section 2702 of the Public Health Service Act (i.e., service capacity limits).

Issues / Questions

Legend:



Review Rate Increase Justifications
PM-06

Synopsis

This process may be performed to receive rate information and review justifications for rate increases. The Exchange review also utilizes information received from the State and/or CMS rate review processes.

Issues / Questions

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Average time elapsed=

Sequence Flow Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

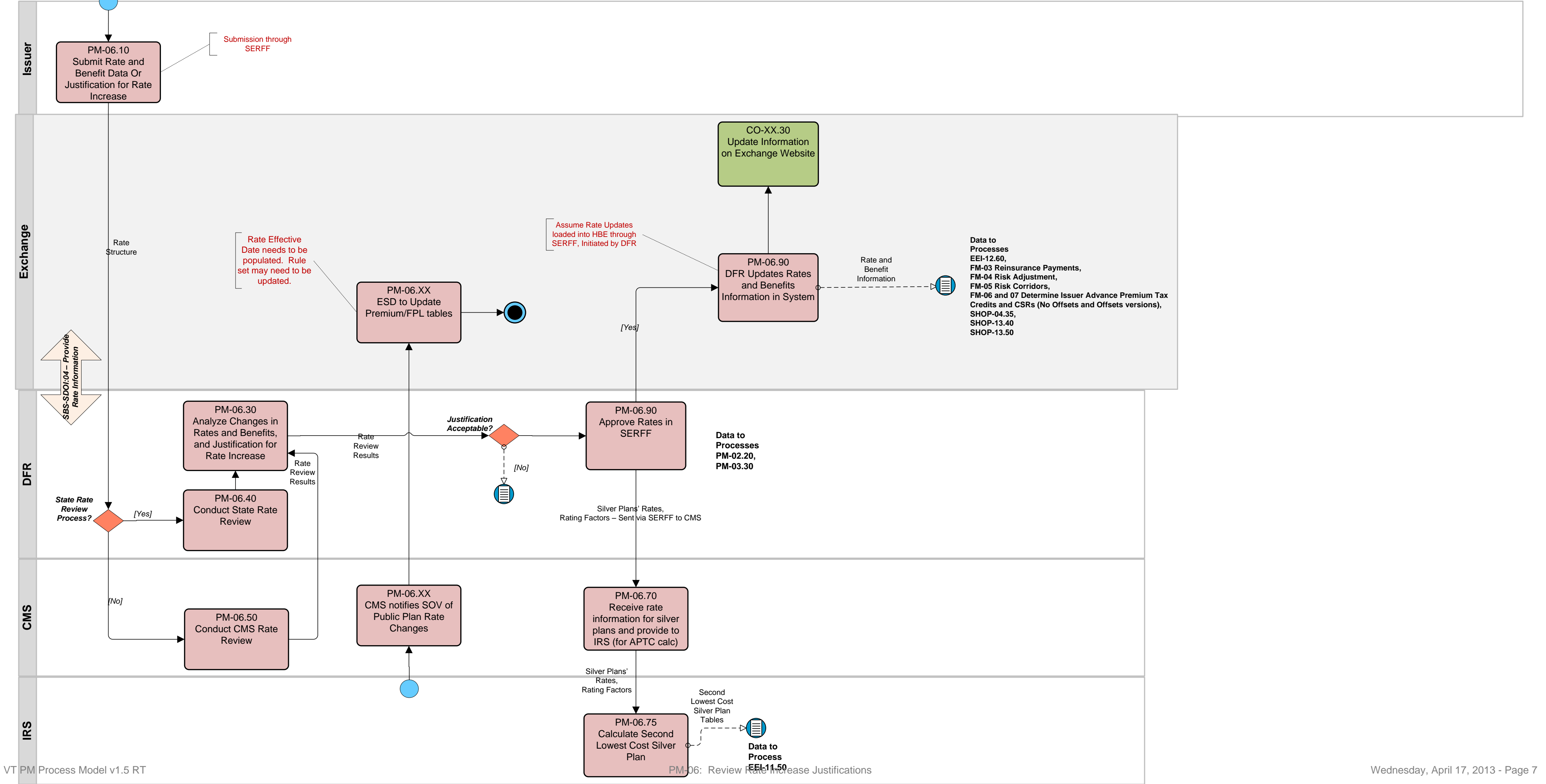
Data from

Annotate

Parallel Flows

or

Supporting Business Service



Synopsis

This process will be performed on an ongoing basis throughout the plan year to manage the relationship between a QHP Issuer and the Exchange. This process allows an Account Manager to coordinate between a QHP Issuer and any relevant Exchange business area, such as Financial Management or Enrollment, as needed in order to resolve issues or make updates to Issuer Information.

Issues / Questions

Legend:

