

case study:

Federal Partnership Health Insurance Marketplace



THE CLIENT

State of New Hampshire, Insurance Department

THE PROJECT

Consulting for federal partnership health insurance marketplace

THE OPPORTUNITY

PCG Health worked alongside the New Hampshire Insurance Department (NHID) to design, develop, and implement processes to certify and monitor qualified health plans (QHPs) participating in the state's partnership health insurance marketplace (Marketplace).

THE APPROACH

Planning stages of this engagement included compiling of review processes needed to certify QHPs for offering in the state. These processes were then overlaid upon the NHID's existing regulatory and organizational capacity to integrate Affordable Care Act (ACA)-compliant reviews into department operations.

PCG provides onsite support during implementation phases of this engagement that include formal trainings on performance of necessary review processes. PCG also augments NHID staff capacity with technical QHP review operations and has developed tools used to inventory review requirements and track overall project completion. Project progress, milestones, risks, and necessary policy decisions are presented to the NHID's health care reform meeting on a weekly basis. Additionally, PCG provides policy and regulatory analysis to the NHID, keeping the staff up to date on state and federal health policy. PCG continues this engagement today.

THE RESULTS

Results of this project to date include the following:

- As a result of PCG's involvement in New Hampshire, the NHID successfully reached medical and dental certification recommendations for two consecutive certification periods. These determinations were made in accordance with national deadlines, and a further federal review of these plans confirmed the state's recommendations as compliant with federal regulations.
- During the most recent certification period, PCG's involvement aided in managing a five-fold increase in carrier applications, the reviews for which were again completed on time and in accordance with state and federal laws.
- In response to legislative and consumer requests for transparency in health insurance networks, PCG used geoaccess data to map hospitals, providers, and other network details by county and issuer, presenting this information in public sessions throughout the state for the past two years.