

HEALTH CHOICES: Florida's Insurance Marketplace

Vendor Implementation Overview

Florida Health Choices is committed to a successful partnership with vendors throughout implementation and ongoing program administration. During the on-boarding experience, Ceridian Exchange Services and eHealth will work with vendors to gather requirements for implementation.

Plan Documentation

The Vendor Implementation Team will conduct discovery calls with each vendor to gather necessary documentation for the online shop & compare experience. During the initial stage, the vendor will be provided with the supply requirements document.

- FHC New Vendor Supply Requirements Document – The submission of complete information and all documents requested will contribute to a successful implementation.



FHC_NEW Vendor
Supply Requirements

- Requirements Overview Tab: provides an overview of the requirements when adding new carrier plans onto the shop & compare.
 - Contact Information Tab: Identifies all team members associated with the process
 - Medical Benefits Tab: this tab is to be utilized for all plan benefit offerings & benefit descriptions
 - Rating Information Tab: this tab is to be utilized for the plan rating engine within the marketplace. Please ensure all questions are responded to or answered with 'N/A'
 - Provider Search Tab: will be utilized for online search functionality.
- During the vendor on boarding process we will partner on four critical areas. Planning and Designing, Development, Testing and Approval and Deployment.

Electronic Eligibility and Transmission

During the discovery call, the Implementation Team will gather the eligibility file requirements. Following are some examples of items that will be discussed:

Transmission methods are sent via Secure File Transmission Protocol (SFTP)

File frequency

EDI file format version to be utilized

- EDI 834 - 5010 Version (Included record counts)
- EDI 834 - 4010 Version (Does not include record count)

Verification of Consolidated File Acceptance

Full or Changes File

Coverage types to be reported

Passing Terminated Records

Paid through date requirements

SSN and/or Alternate ID reporting

Carrier specific structure requirements

Error Reporting

Capability of notifications of file receipt and load successful

There are two different file types for carrier reporting purposes, batch files or consolidated files can be supported by the program.

HEALTH CHOICES: Florida's Insurance Marketplace Vendor Implementation Timeline (In business days)

Day 1

Vendor is approved for entry to the Marketplace by Florida Health Choices and Ceridian Exchange Services is notified. Vendor is provided and requested to complete supply requirements documentation.

Days 2-5 Discovery

Vendor completes and submits the supply requirements documentation. Implementation Team will review submitted documentation and conducts discovery calls with the vendor to gather additional information as needed.

Days 6-15 Data Entry

Implementation Team begins development and set up, conducts any technical follow up with Vendor as required.

Days 16-25 Validation

The Implementation Team conducts quality reviews to ensure accuracy of the data entered, and tests the shop and compare functionality in a testing environment. Successful testing by the Implementation Team is followed by Vendor and program office reviews. Final validation and formal sign off of the offering must be approved by the Vendor and Marketplace staff.

Configuration and testing of eligibility file transmission also occurs during the validation period.

Days 26-30 Configuration

Once validation and formal sign off is received, deployment of market place offerings are prepared and packaged over a five day period. Within this time, the Vendor's approved offering is moved into the live Marketplace environment and released for the Shop and Compare experience.

Thereafter

Ongoing support and maintenance occurs after day 30. Eligibility transmissions are scheduled weekly/bi-weekly based on Vendor's configuration. New or revised offerings are welcome and will be supported in a similar fashion.