

## Virginia Health Benefit Exchange (HBE) Meridian Learning Management FAQs

August 4, 2023

**1. I did not receive an email containing my LMS login, what do I do?**

You may email the exchange at [marketplacelms@scc.virginia.gov](mailto:marketplacelms@scc.virginia.gov); please include your name, email address and NPN or Virginia License Number.

**2. I received an email with my username, but the temporary password is blank. What do I do?**

You may use the “Forgot Password” feature on the login page and a new temporary password will be emailed to you. Note: If you request a new password and do not receive an email, please contact us at [marketplacelms@scc.virginia.gov](mailto:marketplacelms@scc.virginia.gov), so that we can verify that we have the correct email address.

**3. I logged into the LMS but do not see any available training assignments.**

Training modules are expected to be available on August 11, 2023, and can be completed at your own pace. **Please note, they must be successfully completed by October 10, 2023, to sell on Virginia’s marketplace starting November 1, 2023.**

**4. Can I designate an agency administrator on the LMS?**

No, each individual assister must have their own individual account with their own unique email address.

**5. How will all Virginia agents and assisters learn about the transition and training/certification opportunities?**

On Friday 7/28, SCC sent approximately 4,000 emails to all Exchange Agents, Navigators, and CACs to welcome them to our Learning Management System to begin their registration for training. Welcome Notices will be sent to agents whose Books of Business are migrated from healthcare.gov in October. Additionally, the Virginia Exchange is hosting monthly town halls, holding community meetings, and providing regular email updates/FAQs for any interested agents. SCC will also provide training information to agent associations and agencies are encouraged to forward training information to interested agents.

**6. When will the training requirements for agents/assisters come out if they were previously FFM certified?**

The SCC sent emails with instructions and training requirements to all agents/assisters who were certified on the FFM for PY23 on July 28. If you did not receive an email invitation to the training, please email [MarketplaceLMS@scc.virginia.gov](mailto:MarketplaceLMS@scc.virginia.gov) and an invitation will be provided.

**7. How many attempts are allowed for a passing score?**

There is no limit on the number of attempts allowed.

**8. When will training be available for agents/assisters to take? How long is the registration open?**

Registration for training opened on July 28, and agents/assisters may register for training at any time. To ensure agents/assisters are certified to sell on the Exchange for Nov. 1, training should be completed by Oct. 10th. In addition, video tutorials for the platform will be available in September.

**9. What is the time frame for Agents to get certified?**

For Nov. 1 certification, training must be completed by Oct. 10th. However, agents can certify anytime throughout the year.

**10. What is the process for Virginia Agent Certification for Plan Year 2024 and beyond?**

**I. Apply for (or maintain) a license through the Virginia Bureau of Insurance. Agents must maintain an active license in Virginia with a health qualification (line of authority) and be in good standing.**

- Visit <https://www.scc.virginia.gov/pages/Applying-for-a-Individual-VA-Insurance-License> for instruction around agent licensure in Virginia or to check the status of a license.
- Visit <https://www.scc.virginia.gov/pages/License-Renewals> for license renewal instructions

**II. Complete agent training through the VIM Learning Management System. Training is expected to open on August 11th.**

- FFE-certified agents (at the time of account migration) will be eligible to complete a shorter training program for plan year 2024 along with Virginia-specific modules.
- Agents new to the Exchange or who are not currently FFE-certified at the time of account migration will be required to take the full VIM training program for plan year 2024.
- Create or claim your LMS account in the VIM LMS after July 28th.
- To receive certification of training completion, agents must receive a passing score of 80 on the VIM Exam.
- Complete training and pass the exam by October 10th for November 1st Exchange Certification.
- Agents will complete a Virginia Health Benefit Exchange – Agent Agreement upon training completion and attach the signed agreement on the agent's VIM LMS Account. Certification is effective only for the existing plan year and will remain active through October 31, 2024.

**III. Create or claim your agent portal account on the VIM Platform once available (expected approximately October 10th).**