

Virginia Exchange Assister Town Hall

June 28, 2023

HBE Introductions

Keven Patchett

HBE Director

Holly Mortlock

Deputy Director of External Affairs and Policy

Kendra Weindling

Stakeholder Engagement Manager

Brionna Jones

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Consumer Center Manager

Toni Janoski

Deputy Director Operations and Finance

Christine Houchens

Certification and Compliance Manager

Housekeeping

1. Please mute mics.
2. Participants can unmute and raise their hands for questions.
3. HBE is logging all questions and will respond in the Town Hall as time permits or follow-up in email/FAQ.

Agenda

01

VAHBE Updates

02

Assister Portal
Demo w/ GetInsured

03

Contacts

DATE

May-September 2023

Early July 2023

July-November 2023

August-October 2023 and ongoing

Mid-late September 2023

October 2

-October 10

-October 10

November 1

Timeline

Looking Ahead

EVENT	DATE
Carrier Onboarding: Systems Integration and Electronic Data Integration (EDI) Testing	May-September 2023
CMS Operational Readiness Review Completion	Early July 2023
PY 2024 Plans Loaded into Platform	July-November 2023
Agent/Assister Training and Certification	August-October 2023 and ongoing
Consumer Data Migration	Mid-late September 2023
Auto-Re-enrollment Begins	October 2
Platform and Consumer Assistance Center Soft Launch (agents and assisters)	~October 10
Agents Claim Books of Business	~October 10
Go-Live-Open Enrollment PY 2024 Begins	November 1

Exchange Updates and Reminders

1. Town Halls will continue Monthly on Wednesdays, at 1pm. Please note the dates on your calendar, and we will send out invites one month in advance. Please send questions and suggested topics to: Assisterprograms@scc.virginia.gov
July 26, August 23, September 20
2. VAHBE selected and onboarded a website vendor. Design and development are underway. A soft launch of the website for assisters will be available late September.
3. VAHBE is now hosting consumer information regarding the continuous coverage unwinding on the SCC website at: <https://www.scc.virginia.gov/pages/Medicaid-Renewals>
4. Town Hall Materials are now hosted on the SCC website: <https://www.scc.virginia.gov/pages/Navigators>
5. Registration for Assister training will open July 28, and training will open during the second week of August. This week we will send an email with additional training and certification information and include in the PPT that will be posted on-line.

Assister Support

Dedicated HBE staff to support training and certification

Complex Case Resolution Specialist assigned to Assister submitted cases.

Dedicated and separate Assister phone number for Consumer Assistance Center

Assister Portal Demo

Contacts

Questions, updates, and requests to be added to Monthly Town Halls:

Assisterprograms@scc.virginia.gov

Virginia Health Benefit Exchange

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Brionna Jones, Marketing & Outreach Manager

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Training and Certification

- Training and Certification is free of charge and will be open to all Assisters.
- Registration for training will open July 15, 2023.
- Assisters must successfully complete training for certification.
- FFE-certified assisters who completed plan year 2023 FFE registration and training will be eligible to complete a shorter training program for plan year 2024 along with Virginia-specific modules.
- Assisters will be required to sign a Virginia-specific agent agreement.
- Updates to requirements will be published on the HBE's website and communicated in Monthly Town Halls and via email FAQs.

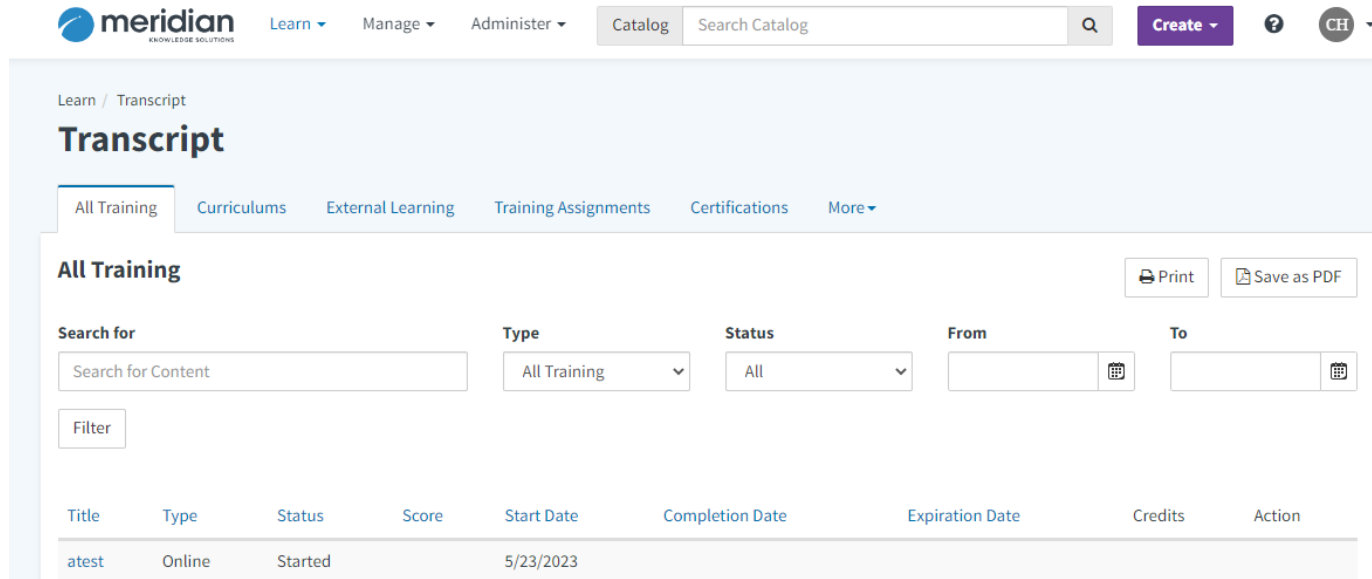
Training and Certification



- HBE will utilize the Meridian Learning Management System (LMS) to offer agent, navigator, and assister training in Virginia.
- Training modules will go live August 11th and should be completed by October 10th for November 1 Exchange certification.
- Agents, navigators, and assisters with active PY23 certifications will be able to take a limited “renewal” curriculum.
- Accounts will be created for those with active PY23 certifications upon account transfer date.

Training and Certification

- Training Modules will be provided via PDFs and available 24/7.
- Users will be able to create/log in to their accounts and take the training at their own pace.
- Training assignments will load to your account based on your user type (agent or navigator/assister) and whether you are new or “renewing”.
- Content completion will be tracked and an exam offered at the completion of training. Passing score is 80%.
- Upon passing the exam, agents will complete the Virginia Health Benefit Exchange/Assister Agreement and submit their signed agreement via their LMS account.



The screenshot displays the Meridian LMS interface. At the top, the Meridian logo is on the left, and navigation links for 'Learn', 'Manage', and 'Administer' are in the center. A search bar labeled 'Search Catalog' is on the right, along with a 'Create' button and user profile icons. Below the navigation, the page title is 'Learn / Transcript' and the main heading is 'Transcript'. A horizontal menu includes 'All Training', 'Curriculums', 'External Learning', 'Training Assignments', 'Certifications', and 'More'. The 'All Training' section is active, showing a search bar with 'Search for Content', dropdown menus for 'Type' (set to 'All Training') and 'Status' (set to 'All'), and date pickers for 'From' and 'To'. A 'Filter' button is also present. Below the search filters is a table with the following data:

Title	Type	Status	Score	Start Date	Completion Date	Expiration Date	Credits	Action
atest	Online	Started		5/23/2023				

Training and Certification

Module Topic Samples:

- ✓ Welcome and Training Overview
- ✓ ACA Basics
- ✓ Privacy and Security and Fraud Prevention Standards
- ✓ Serving Vulnerable and Underserved Populations
- ✓ Cultural Competence and Language Assistance
- ✓ Assisting People with Disabilities
- ✓ Continuous Coverage Unwinding
- ✓ Customer Service and Outreach
- ✓ Remote Identity Proofing
- ✓ How to Resolve Income DMIs

