

Virginia Exchange Agents Town Hall

August 23, 2023

Town Hall Reminders

Mics are muted

Participants can unmute
and raise their hands for
questions or add questions
in the chat

HBE is logging all questions
and will respond in the
Town Hall as time permits,
or follow up in email/FAQ

Agenda

VAHBE Updates
and Reminders

Transition Updates
and Timeline


Training and
Certification

Communications

VAHBE Updates and Reminders

- Our next Town Hall will be on Wednesday, Sept. 20th at 11:00am. Please send questions and suggested topics to: ExchangeAgents@scc.virginia.gov
- Weekly email updates will now be sent on Thursdays and will continue to include FAQs. Please send questions or comments to ExchangeAgents@scc.virginia.gov
- VAHBE continues to host consumer information regarding the continuous coverage unwinding on the SCC website at: <https://www.scc.virginia.gov/pages/Medicaid-Renewals>
- Town Hall materials are hosted on the SCC website at: <https://www.scc.virginia.gov/pages/Agents-and-Brokers>

Key Transition Updates

- The Exchange is excited to share that VAHBE has received formal approval from CMS to operate as a full state-based marketplace starting November 1, 2023 for health plans beginning in PY 2024.
- Reorganization of FAQs  Easier to find answers to your questions!
 - FAQs will be sorted by category instead of date
 - Duplicate questions will be deleted
 - Similar questions will be combined

Key Transition Updates

- For creation of your agent account in Virginia's Insurance Marketplace (VIM) platform, please complete and submit the [Required Agent Information Form \(office.com\)](https://office.com)
 - **This must be done no later than 5:00pm on Sept. 7th, 2023**
 - This is a prerequisite to creating your account and for the automated process that will build your book of business in the platform
- Each agent must have a unique email address (which will serve as your username on the platform) and a unique, text-enabled phone number (for authentication purposes) in order to create an account
- Agents who are unable to complete the form by 5:00pm on 9/7/23 will need to manually build their own book of business once we have manually created their account
 - More information will be provided on this process in the coming weeks

Timeline

Event:	Date
Carrier Onboarding: Systems Integration and Electronic Data Integration (EDI) Testing	May-September 2023
CMS Operational Readiness Review Completion	Completed
PY 2024 Plans Loaded into Platform	July-November 2023
Agent/Assister Training and Certification Registration Opened	July 28th
VAHBE notifies carriers, agents, and assisters of official go/no-go and provides transition communications timeline	Notification included in weekly email August 17
Agent/Assister Training Modules Opened	August 11th
Consumer Data Migration	Mid-late September 2023
Auto-Re-Enrollment Begins	Oct. 2
Platform and Consumer Assistance Center Soft Launch (agents and assisters)	Oct. 10
Agents Claim Books of Business	Approx. Oct. 10
Go-Live Open Enrollment PY 2023 Begins	Nov. 1

Training and Certification Updates

- Modules for Agent Training and Certification opened on August 11th
 - As a reminder, agents must complete the modules and pass the exam with a score of 80% or better by October 10th to ensure certification by November 1st to begin selling PY24 plans
- For questions or assistance related to training and certification, please email MarketplaceLMS@scc.virginia.gov

Training and Certification Updates

To login to the Virginia's Insurance Marketplace (VIM) Learning Management System:

Agents and assisters wishing to assist consumers through the Virginia Exchange will need to send a request for a LMS account along with their name, unique email, unique cell number, and NPN (agents) or registration/certification number (navigators and assisters) to MarketplaceLMS@scc.virginia.gov.

1. Once a LMS account has been created on your behalf, you will receive an auto-generated email from no-reply@scc.virginia.gov providing your login ID. Visit <https://marketplacelms.scc.virginia.gov/> to begin.
2. Before accessing the LMS system, you must login and use the “forgot password” link to receive a temporary password. The LMS requires an authentication, so please be ready to receive a code emailed to you to verify your identity. In the future, if you don't know your password, use the “forgot password” link to receive a temporary one.
3. Once logged in, find “User Information” on the welcome screen. Select “Edit User Information” and input the required fields. Training can then begin.

Certification for PY24 and Beyond

1. 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
2. Complete agent training through VIM Learning Management System at <https://marketplacelms.scc.virginia.gov/>
 - Agents with a PY23 FFE certification will be eligible to complete a shorter training program for PY24 with Virginia-specific modules
 - Upon certification of training completion, agents will complete a Virginia Health Benefit Exchange – Agent Agreement and attach the signed agreement on the agent’s VIM LMS account
 - Certification is effective for the existing plan year and will remain active through Oct. 31, 2024

Training and Certification Updates

Final step:



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



Your book of business will be loaded and ready for you



You can begin helping customers immediately

- To learn more, see the Agent FAQs and Town Hall meeting archive at: <https://www.scc.virginia.gov/pages/Agents-and-Brokers>
- Send general questions to: ExchangeAgents@scc.virginia.gov and training-related questions to MarketplaceLMS@scc.virginia.gov

Communications, Marketing, and Outreach

Date	Communication
Approx. Oct. 4	CMS/Marketplace mails paper notice to enrolled consumers regarding state transition
Approx. Oct. 10	Soft launch of website and call center
Approx. Oct. 10	Virginia welcome letter to consumers (mail)
Approx. Oct. 16	Virginia welcome email to consumers
Oct. 12-Nov. 1	Additional staged email communications to consumers
Nov. 1st	Marketplace opens for PY24 coverage

Contacts

Questions and comments related to the general transition and requests to be added to our email list for weekly updates, FAQs, and future Town Halls should be sent to:

ExchangeAgents@scc.virginia.gov

To request access to the LMS for training and certification, or for questions specifically related to training, send emails to:

MarketplaceLMS@scc.virginia.gov

Virginia Health Benefit Exchange

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