

A photograph of a smiling African American man with a shaved head holding a young child on his shoulders. The child is laughing joyfully. They are outdoors in a park-like setting with trees and sunlight filtering through the leaves.

Virginia Exchange Agents and Assisters Town Hall

October 18, 2023



Town Hall Reminders

Mics are muted

Please type questions
in the chat

HBE is logging all
questions and will
provide answers in
weekly email
updates/FAQs

Agenda

- Transition Update and Timeline
- Training and Certification
- Account Creation
- Communication to Consumers
- Website Demonstration



Training and Certification- **DEADLINE EXTENDED to November 15**

- The deadline to complete PY 2024 Training and Certification is extended to November 15th.
 - Note: Agents and assisters can begin selling/assisting consumers once certification is completed.
- Agents and assisters who completed training by 10/10/23 will be certified to work on Virginia's Insurance Marketplace for PY24 beginning 11/1/23
 - Certification for agents and assisters completing training after 10/10 will be prioritized in the order it is received.
- Agents and assisters in need of an LMS account for training and certification should email MarketplaceLMS@scc.virginia.gov to request an account. Include your name, NPN (if applicable), unique email, and unique mobile number.
- 12 instructional videos / platform demonstrations are available in the LMS to walk through various functions of the platform
 - In the "search catalog" bar at the top right, search "**videos**" to locate them
- Additional information on training and certification can be found at:
 - [Agents | VIM \(virginia.gov\)](#) (agents)
 - [Navigators | VIM \(virginia.gov\)](#) (assistors)

Timeline

Event:	Date
Consumer Data Migration	Underway
Auto-Re-Enrollment Begins	Underway
Website and Consumer Assistance Center Soft Launch	Now Available
Window Shopping feature available to Agents, Assisters, and Consumers	Now Available
Agents claim Book of Business or Create Accounts	Oct 16
Go-Live Open Enrollment PY 2023 Begins	Nov. 1

Account Creation – Agencies and Agents

- ❑ Independent agents or agency managers who need to set up their account:
 - ❑ Use this link: <https://enroll.marketplace.virginia.gov/newagency>
 - ❑ Independent agents use this link to establish their own agency
 - ❑ Once the agency is established, the agent can create their agent account under the agency
 - ❑ Agency managers use this link to establish their agency and add their agents
 - ❑ The Exchange will review the pending accounts and certify agents after verification of licensure and completion of all certification requirements
 - ❑ Once your account is certified by the exchange, you will receive notice of certified status and be able to build your book of business
 - ❑ You can refer to the instructional videos in the LMS for guidance with these processes or you can call the dedicated agent line of the Consumer Assistance Call Center at 888-687-1502

Account Creation – Agencies and Agents

- ❑ Agent Accounts
 - ❑ Agents who submitted complete and accurate information to the Exchange and completed certification by 10/10 can claim their accounts at any time
 - ❑ An email was sent on 10/16 with an access code and instructions.
 - ❑ If you need additional help or a new access code, call the Consumer Assistance Call Center at 888-687-1502. Access codes expire after 24 hours.
 - ❑ Agents who are part of an existing agency should contact their agency manager to added to the agency's account
 - ❑ After the agent is added by the agency they will receive an account activation link, and notification will be sent to the Exchange to verify all requirements are met and update status to certified
 - ❑ Requirements: active license, completed training and certification, and uploaded the VAHBE – Agent Agreement
 - ❑ Once the status is certified, agents will be able to build their book of business in the platform

Account Creation - Assisters

Assister Accounts

- An email was sent to each CDO or navigator's primary contact on 10/16 to allow them to create their account
- Once the Exchange has certified the account, the CDO or navigator's primary contact can add their certified assisters
 - The CDO or primary contact verifies completion of training and certification requirements prior to adding assisters or navigators to the account
- Please advise your manager/primary contact to watch for this email.**
- For assistance, call the dedicated agent/assister line at the Consumer Assistance Center at 888-687-1502.

Consumer Communications

- Consumers have received initial communication from CMS
- Virginia's Insurance Marketplace mailed initial welcome letters to consumers with Plan Year 2023 coverage on 10/13.
- Consumers will receive additional staged emails from Virginia's Insurance Marketplace
- Communications will include information on how consumers can access their accounts



Website Walk-through

[Record Video of Website Walk-through-
20231016_102801-Meeting Recording.mp4
\(sharepoint.com\)](#)



Contacts

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

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