

# Virginia Exchange Assister Town Hall

June 28, 2023

# HBE Introductions

**Keven Patchett**

HBE Director

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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

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

02

Assister Portal  
Demo w/ GetInsured

03

Contacts

# Timeline

## Looking Ahead

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

# 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](mailto:Assisterprograms@scc.virginia.gov)

## **Virginia Health Benefit Exchange**

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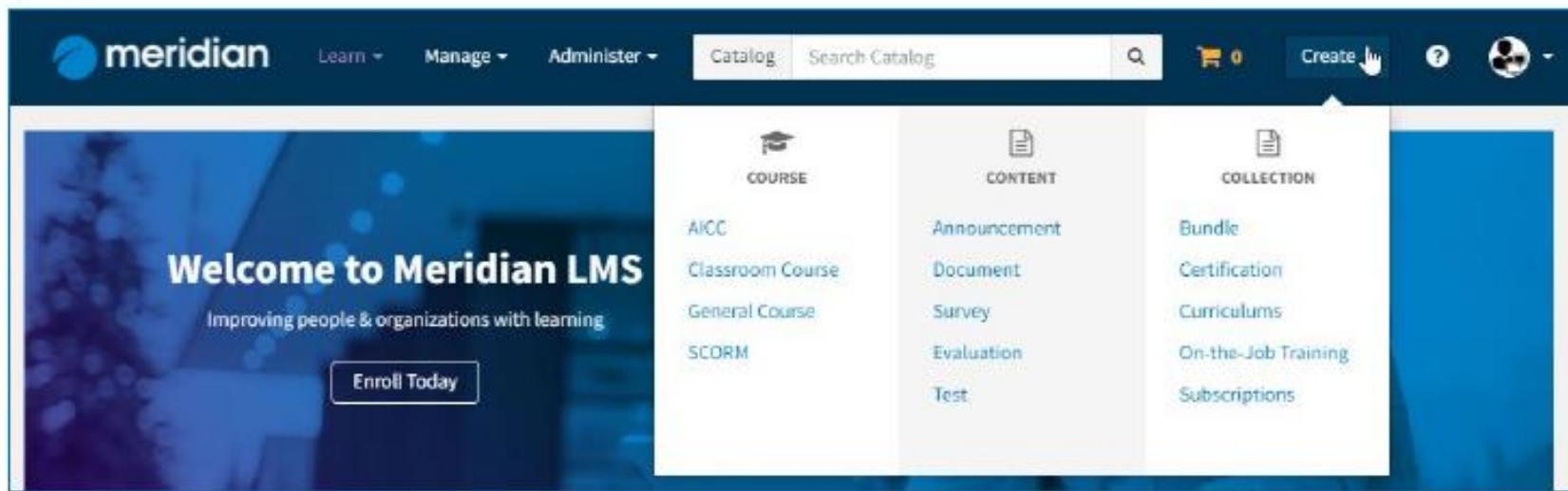
Brionna Jones, Marketing & Outreach Manager

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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.

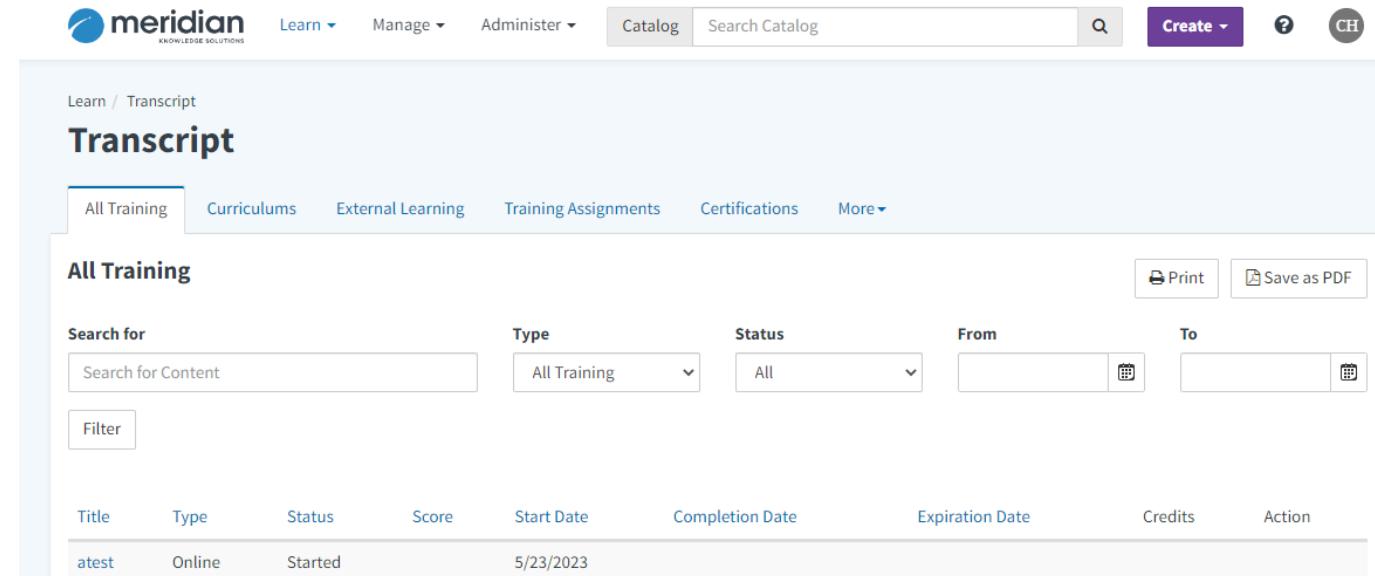
# Training and Certification



- HBE will utilize the Meridian Learning Management System (LMS) to offer agent, navigator, and assister training in Virginia.
- Training modules will go live August 11<sup>th</sup> and should be completed by October 10<sup>th</sup> 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 shows the Meridian Knowledge Solutions platform interface. At the top, there is a navigation bar with links for Learn, Manage, Administer, Catalog, a search bar, a 'Create' button, and a user profile icon. Below the navigation bar, the page title is 'Learn / Transcript' followed by 'Transcript'. There is a horizontal menu bar with tabs: All Training (which is selected), Curriculums, External Learning, Training Assignments, Certifications, and More. Under the 'All Training' tab, there is a section titled 'All Training' with a search bar labeled 'Search for Content' and dropdown filters for Type (All Training), Status (All), From, To, and Credits. A 'Filter' button is also present. Below this, a table displays training assignment details:

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

The screenshot shows the Meridian software interface. At the top, there's a navigation bar with 'meridian' logo, 'Learn', 'Manage', 'Administer', 'Catalog', 'Search Catalog', a search icon, a cart icon with '0', a 'Create' button, and help icons. Below the navigation is a sidebar with 'Manage / Training' and a 'Training' dropdown menu open, showing options like 'People', 'Careers', 'Team', etc. The main content area displays a table of training items. A 'Manage Content' sidebar on the right includes a search bar and sections for 'Training Assignments' (with 'Create Training Assignment', 'Manage Training Assignments', and 'Manage Extensions & Exemptions' buttons) and 'Training Assignments' (with 'Create Training Assignment', 'Manage Training Assignments', and 'Manage Extensions & Exemptions' buttons).

Content Item	Type	Date Modified
Real Time Computer Systems	Survey	7/16/2021
YouTube video	Survey	7/12/2021
NJD-Instructor	Certifications	
NJD-SurveySample	Tests	
NJD - Sample Survey2	Survey	6/29/2021