

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

# Virginia Exchange Carriers Town Hall

October 25, 2023



# Town Hall Reminders

Mics are muted

Mics are muted.  
Please type  
questions in the chat

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

# Agenda

- Updates and Reminders
- Timeline
- Walk-through of Website
- GetInsured Updates and Ticketing System
  - Renewal 834 Updates
  - Ticketing System and Access Updates
  - Ticketing Demo Review



# Updates and Reminders

- The broker certification file was uploaded to BOX accounts last week
- New files will be uploaded weekly on Wednesday by COB starting 11/1/23
- If you have questions related to the platform, please create a ticket in the platform
  - We will provide a demo of the ticketing system later in this Town Hall



# Timeline

Event:	Date
Carrier Onboarding: Systems Integration and Electronic Data Integration (EDI) Testing	Completed
CMS Operational Readiness Review Completion	Completed
PY 2024 Plans Loaded into Platform	Completed
Agent/Assister Training and Certification	Ongoing
Auto-Re-Enrollment Begins	Underway
Platform and Consumer Assistance Center Soft Launch (agents and assisters)	Now available
Agents Claim or Create Books of Business	Ongoing
Window Shopping feature available to Agents, Assistors, and Consumers	Now available
Go-Live Open Enrollment PY 2023 Begins	Nov. 1

# Renewal Transmission Updates

## 834 Transmission

- Carriers should expect to receive their auto-renewal 834 files on Wednesday 10/25 (today).
- GetInsured will send an email to the issuer POCs with the 834-file name when this is dropped.

## Renewal Report

- The Renewal Mapping Report will be generated and dropped to issuer's BOX site when the auto-renewals are transmitted.
- The renewal report is a csv for carrier's reference and Virginia is not expecting a response on this Excel file.

# Renewal Mapping Report

- When the auto-renewal files are generated, the Exchange will provide a mapping report to the BOX Sharing site to accompany the 834.
- The purpose of this report is to assist carriers with mapping the FFM-Assigned Exchange ID to the VA Assigned Exchange ID.

Column Name	Description
<b>HIOS ID</b>	Issuer HIOS ID
<b>FFM-Assigned Member ID</b>	Exchange-Assigned Member ID from FFM
<b>VA Exchange-Assigned Member ID</b>	Exchange-Assigned Member ID for VA HBE
<b>First Name</b>	Member First Name
<b>Last Name</b>	Member Last Name
<b>2023 Old Policy ID</b>	Enrollment ID for Plan Year 2023 FFM policy (OLD POLICY ID in 2700 loop on 834)
<b>2024 Policy ID</b>	Enrollment ID for Plan Year 2024 VA renewal (REF*1L on 834)
<b>Insurance Type</b>	Health or Dental
<b>Agent NPN</b>	NPN of the designated agent if applicable
<b>Subscriber Flag</b>	Possible Values Y/N

# Renewal Transmission – FAQs

- If a carrier has been notified that they will receive a renewal from an issuer's discontinued plan (inter-carrier crosswalk or “gifted enrollment”), when will this 834 be transmitted? “Gifted” Enrollments from an inter-carrier crosswalk will be transmitted as standard add files (INS03/INS04 = 021\*EC). These enrollments will be sent with the first daily 834 batch on 11/1. HBE and GetInsured will provide issuers with reporting to identify these members.**
- For the auto-renewals, should issuers expect multiple 834s in the transmission today or a single 834? The passive renewals will be transmitted in a single 834 file. These transmissions will not be spread out over multiple days.**
- What was the cutoff date for the original passive renewal batch? The renewals in the upcoming file were generated from the FFM data file provided on 9/15/23. New enrollments after this date will be transmitted in subsequent catch-up files. This schedule is outlined on the timeline slide.**
- Will the Renewal Mapping Report be sent again? The Renewal Mapping Report is for issuers to map the FFM-Assigned Exchange IDs to their new Virginia Marketplace Exchange IDs. This report will be sent to correspond with today’s 834 transmission as well as the two catch-up file transmissions.**

# Renewal Timeline

- The 834 renewals will be transmitted to issuers today (Wed 10/25).
- The timeline has been updated to include the 834 transmission dates for Catch-Up Batches 1 and 2.

Activity	Start Date	End Date	Status
<b>Renewal Activities</b>	<b>Sept. 2023</b>	<b>Oct. 2023</b>	<b>In-Progress</b>
<b>Data Migration</b>	<b>10/2/2023</b>	<b>10/20/2023</b>	<b>In-Progress</b>
Consumer data migration to Virginia platform	9/25/2023	10/13/2023	Complete
Duplicate Enrollment Report Sent to Issuers	10/23/2023	10/23/2023	In-Progress
Issuers return Duplicate Enrollment Report	10/25/2023	10/25/2023	In-Progress
<b>Renewal</b>	<b>10/12/2023</b>	<b>12/31/2023</b>	<b>In-Progress</b>
<b>Production Load</b>	<b>10/13/2023</b>	<b>10/25/2023</b>	<b>In-Progress</b>
Send test 834 renewal to carriers	10/13/2023	10/13/2023	Complete
Send prod 834 renewals to carriers	10/23/2023	10/25/2023	In-Progress
Send prod 834 mapping report to carriers	10/23/2023	10/25/2023	In-Progress
<b>Catch-Up Batches</b>	<b>10/20/2023</b>	<b>11/30/2023</b>	<b>In-Progress</b>
Cutoff Enrollment Date for Catch-Up Batch 1	10/20/2023	10/20/2023	In-Progress
Send 834 transmission for Catch-Up Batch 1	11/20/2023	11/20/2023	Not Started
Cutoff Enrollment Date for Catch-Up Batch 2	12/1/2023	12/1/2023	Not Started
Send 834 transmission for Catch-Up Batch 2	12/11/2023	12/11/2023	Not Started
<b>Daily 834 Batch Resumes</b>	<b>11/1/2023</b>	<b>11/1/2023</b>	<b>Not Started</b>
Daily 834 Batch Resumes	11/1/2023	11/1/2023	Not Started
<b>EOY Term Files</b>	<b>TBD</b>	<b>TBD</b>	<b>Not Started</b>
FFM Sends EOY termination files	TBD	TBD	Not Started

# Ticketing System: Access

- Issuer Enrollment Representatives will receive their credentials to the production Issuer Portal today.
- The staff identified will receive an email with the activation link that expires after 24 hours of receipt. Please reach out [VAcarriers@getinsured.com](mailto:VAcarriers@getinsured.com) if there are any issues.
- Issuer Enrollment Representatives will be prompted to download DuoMobile to authenticate their accounts.

The screenshot shows a web-based application interface for managing issuer information. At the top, there is a navigation bar with links for 'Home' (highlighted in green), 'Enrollments', and 'Tickets'. Below the navigation, the title 'Health Insurance Company A' is displayed. Under the heading 'Issuer Information', there is a table of data:

Name	Health Insurance Company A
NAIC Company Code	12345
NAIC Group Code	00001
Federal Employer ID	(link)
HIOS User ID	12345

Below this section, under 'Issuer Address', there is another table of data:

Address Line 1	123 Main Street
Address Line 2	
City	Arlington
State	VA

# Ticketing System: Pre-OE

- Issuer Enrollment  
Representatives will be able to view the details for consumers who are auto-enrolled in the portal.
- This is identified by navigating to the “Enrollments” tab of the portal.
- The Enrollments tab will default with “No matching records found” when they land on this page. Select “Go” to view the enrollments.

The screenshot shows the 'Enrollments' tab selected in the top navigation bar. A dropdown menu for 'Enrollment Year' is set to '2024'. On the right, there is a 'Create Ticket' button. Below the navigation, the word 'Enrollments' is displayed. A 'Refine Results' section contains several search fields: 'Subscriber Name' (text input), 'Policy Id' (text input with value 'Virginia's Marketplace Assigned Policy'), 'Plan Number' (text input), 'Plan Type' (dropdown menu with value 'All'), 'Status' (dropdown menu with value 'All'), 'Subscriber ID' (text input), 'Last 4 Digits of SSN' (text input), 'DOB of the subscriber' (text input with calendar icon), and a 'Go' button. At the bottom of the page, a message reads 'No matching records found.'

# Ticketing System: Pre-OE

- The Enrollments page will populate with the enrollments associated with the issuer. This will include individuals who were auto-renewed.
- Issuers can select a Policy ID to view details of the enrollment and create a ticket.

Enrollments

Enrollment Year: 2024

Create Ticket

Refine Results

Subscriber Name	Policy Id	Plan Number	Plan Type
Subscriber Name	Virginia's Marketplace Assigned Policy	Plan Number	All
Status	Subscriber ID	Last 4 Digits of SSN	Last 4 Digits of SSN
All	Subscriber ID	Last 4 Digits of SSN	Last 4 Digits of SSN
DOB of the subscriber	Go	Export	
DOB of the subscriber	Go	Export	

Subscriber	DOB	SSN	Policy Id	Plan Type	Plan Number	Enrollment Status	Effective Start Date	Subscriber ID
Calix Novotny	04/05/2013	9355	637	Health	Pending	Pending	01/01/2024	1000003183
Saint Novotny	07/04/1983	2640	636	Health	Terminated	Terminated	01/01/2024	1000003180
Clark Nealy	04/05/2013	3893	635	Health	Pending	Pending	01/01/2024	1000003171

# Ticketing System: Ticket Types and Subtypes

- The Ticket Types and Subtypes that will be available to Issuer Enrollment Representatives are listed on this table. These are subject to change based on future needs.
- We will provide guidance on each Ticket Type and the scenarios where these should be used.

Ticket Type	Subtype
Enrollment	1095A Questions
Enrollment	834 Error/Issue
Enrollment	Address Validation
Enrollment	Duplicate Enrollment
Enrollment	Enrollment – Urgent Medical Need
Enrollment	Enrollment Issue
Enrollment	Enrollment Not Found with Issuer
Enrollment	Enrollment Termination or Cancellation
Enrollment	Insurer – Other
Enrollment	Reconciliation Dispute
Enrollment	Reinstatement
Enrollment	Relationship Update
Enrollment	Rescissions
Enrollment	SSN Validation
Enrollment	Subsidy Not Found with Issuer
Finance	User Fee Payment
Issuer Access Request	Issuer Enrollment Representative
Issuer Access Request	Issuer Finance Staff
Issuer Access Request	Issuer Representative

# Renewal Questions and Transmission Issues

We will be providing an overview document with setting up the tickets with the credentials tomorrow. A detailed walkthrough on all Ticket Types expected to be used during OE by Monday 10/30. For renewal related questions, please use the following ticket types:

Ticket Type	Ticket Subtype	Description
Enrollment	834 Error/Issue	Questions or issues from an EDI 834 perspective on the 834 renewal file.
Enrollment	Enrollment Issue	Questions or issues on specific enrollments within the renewal file after it is processed.

While the Issuer Enrollment Representative accounts are being activated this week, issuers may also email [VAcarriers@getinsured.com](mailto:VAcarriers@getinsured.com) for questions/issues on the renewal file.

# Contacts

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

[ExchangeCarriers@scc.virginia.gov](mailto:ExchangeCarriers@scc.virginia.gov)

[Vacarriers@getinsured.com](mailto:Vacarriers@getinsured.com)

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