

Virginia Exchange Assisters 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

FAQ Review:
Ticketing

Training and
Certification

Communications

Q & A

VAHBE Updates and Reminders

- We are reviewing the best way to ensure that we communicate all updates to you in the way that best reflects your busy schedules, so stay tuned for updates on upcoming Town Halls and other opportunities to engage with us, learn what is new, and get answers to your questions. Please send questions and suggested topics to: Assisterprograms@scc.virginia.gov
- Weekly email updates will now be sent on Thursdays and will continue to include FAQs. Please send questions or comments to Assisterprograms@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/Navigators>

Key Transition Update



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.

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	Oct. 10
Go-Live Open Enrollment PY 2023 Begins	Nov. 1

FAQ Review: Ticketing

- Consumers use the Find Local Assistance tab in their account to locate the assister that they want to be associated with. The assister will then receive a delegation request and must accept this request before acting on behalf of a consumer. For new consumers without an account, assisters can create the consumer's account and application to associate with that consumer.
- Tickets that were created by an assister on behalf of a consumer will be visible in the consumer's account, including the resolution. The consumer will receive a notice of the response, but the assister will not. The assister will need to view the response in the consumer's account.
 - Assistors may also create a ticket from their own account, and these will only be visible to the assister. These will typically be tickets related to the assister's account.

FAQ Review: Ticketing and the Call Center

- In addition to the ticketing system, assisters or consumers may call the Consumer Assistance Center for help.
- A ticket that was previously closed can be reopened without creating a new ticket if there are additional needs related to that ticket. To do this, assisters will need to call the Call Center.
- If a call is made to the Consumer Assistance Center and the issue is resolved during the call, a ticket will not be added to the consumer's account. If the call results in a need for additional research for resolution, a ticket will be added to the consumer's account.

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.

Training and Certification Updates

- Modules for Training and Certification opened on August 11th
 - As a reminder, assisters 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 assisting with PY24 plans
- For questions or assistance related to training, please email 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 tour email list for weekly updates, FAQs, and future Town Halls should be sent to:

Assisterprograms@scc.virginia.gov

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

MarketplaceLMS@scc.virginia.gov

Virginia Health Benefit Exchange

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