

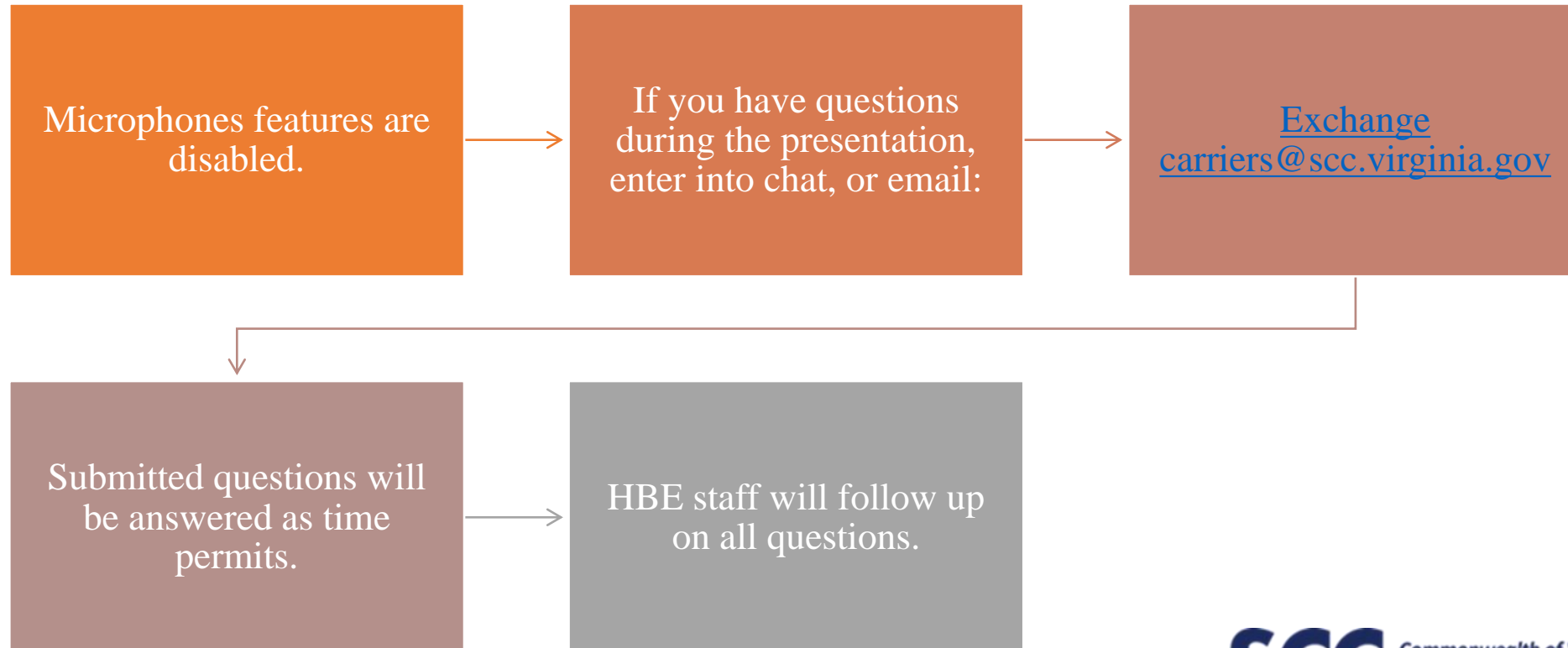
# Exchange Carrier Town Hall

## Virginia Health Benefit Exchange

*Holly Mortlock, Chief of Government Affairs & Policy*

*March 22, 2023*

# Housekeeping



# Virginia Health Benefit Exchange Introductions

**Keven Patchett**

HBE Director

**Holly Mortlock**

Chief of Government Affairs and Policy

**Toni Janoski**

Deputy Director Operations and Finance

**Susan McCleary**

Deputy Director for Organizational Governance and & Program Management

**Brionna Jones**

Marketing and Outreach Manager

**Kenyata Tyler-Moore**

Consumer Center Manager

**Christine Houchens**

Certification and Compliance Manager



# Agenda



Onboarding Updates  
w/ GetInsured



Virginia's Transition  
Update



Timeline



Training update



Transition  
Resources



Q&A



Contact information

# Carrier Onboarding Status

- We appreciate carriers' engagement as we prepare for EDI testing in May.
- 100% of carriers have established 1:1 onboarding meetings with GetInsured and the SCC.
- 74% of carriers have completed their SFTP setup forms and provided plan and rate data for testing.

Activity	Start Date	End Date	% Carriers Complete
Weekly 1:1 Meetings Established with all Carriers	2/9/2023	2/24/2023	100%
Test Environment Admin Forms	3/15/2023	3/15/2023	74%
SFTP Setup Form	3/15/2023	3/15/2023	74%
Issuer Profile Form	3/15/2023	3/15/2023	68%
PayNow Form	3/15/2023	3/15/2023	84%
Test Environment Rate & Provider Directory Data	3/15/2023	3/15/2023	74%
Test Rate Data	3/15/2023	3/15/2023	74%
Plan Year 2023 Rate Data	3/15/2023	3/15/2023	74%
Provider Directory Data	3/15/2023	3/15/2023	74%

# Carrier Onboarding Upcoming Activities

- Carriers will receive their Issuer Portal credentials and SFTP credentials by 3/29.
- The Connectivity Test will run from Monday 4/3 – Friday 4/28.
- We will provide additional detailed timelines on renewal and production readiness activities in the coming weeks.

Activity	Start Date	End Date
<b>Environment Setup</b>		
Test Environment - Carriers return Admin Forms	3/15/2023	3/15/2023
Test Environment - Carriers provide Rate & Provider Directory Data	3/15/2023	3/15/2023
Test SFTP Credentials Provided	3/16/2023	3/29/2023
Test Issuer Portal Credentials Provided	3/22/2023	3/29/2023
Rate Data Loaded into Test Environment	4/3/2023	4/14/2023
Carriers review rate data in test environment	4/17/2023	4/28/2023
<b>EDI Testing</b>		
SFTP Connectivity Test	4/3/2023	4/28/2023
Carrier 834 Testing	5/30/2023	8/4/2023
RCNI Testing	8/7/2023	9/1/2023
PayNow Testing	8/7/2023	9/1/2023

# Transition Update

Carrier Onboarding

Data Migration Testing

Consumer Assistance  
Center

Staffing

# 2023 Timeline

- Winter/Spring: FFE Data Migration Testing
- Spring/Summer: Systems Integration & Carrier EDI Testing
- April 1: Medicaid Redeterminations Begin
- Summer: Carrier Onboarding, PY 2024 Plans loaded into platform
- Summer: Agent/Broker/Assister Training and Certification
- August 4: CMS Approval to Go
- Late Summer: FFE Consumer Data Migration
- Late September: Agent Books of Business Created
- October 2: Auto-reenrollment begins
- Around October 10: Platform and CAC Soft Launch
- November 1: PY 2024 Open Enrollment Begins
- January 15: Open Enrollment Ends



# Transition Related Information

The Exchange is working to develop a central resource for:

- A schedule of upcoming Town Halls
- Town Hall meeting slide decks
- Transition-related reference materials
- FAQs



# Training and Certification for Agents and Assistors



HBE is in the process of finalizing a contract for a new learning management system. Training will be delivered virtually.



Registration for training will open in Summer 2023.



New agents will be required to complete a full training.



Agents must successfully complete training for certification.



Agents 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 Townhalls and via emails.

# Continuous Coverage Unwinding

- Medicaid Continuous Coverage Unwinding
  - April 1, 2023 through June 30, 2024
  - Consumers continue to enroll on [healthcare.gov](https://healthcare.gov) until Transition.
- Marketplace Special Enrollment Period (SEP) – “The Unwinding SEP”
  - March 31, 2023- July 31, 2024
- HBE is coordinating with agencies and stakeholders around communications and will make information available in coming days and weeks.
- HBE will have information on the [SCC Consumers website](#) to provide information and links to navigators, assisters, and agents for local help.
- HBE is launching a marketing campaign to include: programmatic display, video ads, Google search ads, radio ads to encourage consumers to update contact information, enroll in marketplace coverage, and to find local assistance.
- Communications resources can be found at:
  - Resources for Agents in the Health Insurance Marketplaces- <https://www.cms.gov/ccio/programs-and-initiatives/health-insurance-marketplaces/a-b-resources>
  - Medicaid and CHIP Continuous Enrollment Unwinding: A Communications Toolkit <https://www.medicaid.gov/resources-for-states/downloads/unwinding-comms-toolkit.pdf>
  - Cover VA <https://coverva.org/en/phe-planning#Partner-Resources>

# Carrier Engagement



## Monthly Town Hall meetings

March 22

April 19

May 17

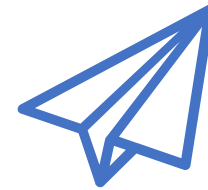
June 14

July 12

August 9



Regular email  
updates including FAQs



To sign up, please send an email  
indicating your interest to:  
[Exchange carriers@scc.virginia.gov](mailto:Exchange carriers@scc.virginia.gov)

# Carrier FAQs

## **Q. Will there be changes made to agent certification and agreements?**

- The VA Exchange will be offering state-based training and certification to agents, navigators, and assisters.
- A Virginia-specific learning management system will be available in summer 2023.
- FFE-certified agents who completed plan year 2023 registration and training will be eligible to complete a shorter training program for plan year 2024 along with Virginia-specific modules.
- Agents new to the Exchange or who are not currently FFE-certified will be required to take the full VA Exchange training program for plan year 2024.
- Agents will continue to be required to be licensed and in good standing through the Virginia Bureau of Insurance.
- Agents will be required to sign a Virginia-specific agent agreement.

## **Q. Is PayNow functionality mandatory for all carriers on Day 1 of go-live?**

- Carriers who implement on day one have an advantage of quick effectuations but there is no operational impact on configuring this later. Consumers can make binder payments regardless of this feature. PayNow implementation among carriers is independent from each other (i.e., if some carriers choose not to implement this, there would not be an impact on others). GetInsured can provide additional carrier support if more time is necessary to configure.

# Carrier FAQs

**Q. Will Virginia require carriers to offer Standard Plans for every metal level?**

- Virginia will generally align with the FFE for plan year 2024 based on the final Notice of Benefit and Payment Parameters.

**Q. Will the enrollee-level carrier payment data submission be mandatory on Day 1 of go-live?**

- As noted in 2/22 February Update, this will not be implemented for plan year 2024. The Exchange will evaluate for future years.

**Q. What will be the Plan Management filing deadlines, and will these match the FFE?**

- Virginia will follow the FFE through early August. The plan year 2024 timeline is at <https://www.scc.virginia.gov/getattachment/f855de13-6ae8-4fc1-bc9b-d32ec8644013/planyear.pdf>.

**Q. What will the user fee percentage be?**

- This will be available in early April.

**Q. Which entity will issue the Marketplace Open Enrollment Notice (MOEN) to all qualified individuals currently enrolled in QHPs/QDPs through the FFE in advance of the OEP for PY2024 coverage?**

- HBE will issue the Marketplace open enrollment notice.

# Carrier FAQs

**Q. Will VA be assigning different subscriber IDs for medical vs dental subscribers?**

- No, the Exchange Assigned Member ID is established at the person-level and will be the same for consumers enrolling in health and dental plans.

**Q. Will we be doing passive (auto) renewals?**

- Yes. Passive renewals will be transmitted by HBE (not by the FFE).

**Q. When will the official name of the Exchange and the URL for member enrollment be available?**

- The name will be released at the March 28th Advisory Committee meeting (2 pm). We are working to identify appropriate timelines for additional marketing information. We are aiming to ensure carriers have information in time for development of materials while avoiding consumer confusion around ongoing PY2023 coverage and enrollment through healthcare.gov. The Advisory Committee meeting link will be found here: <https://www.scc.virginia.gov/pages/Webcasting>

# Contacts

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

[Exchange carriers@scc.virginia.gov](mailto:Exchange carriers@scc.virginia.gov)

[VA carriers@getinsured.com](mailto:VA carriers@getinsured.com)

## **Virginia Health Benefit Exchange**

Holly Mortlock, Chief of Government Affairs and Policy

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