Virginia Exchange Carrier Town Hall

April 19, 2023

SCC *Commonwealth of Virginia* STATE CORPORATION COMMISSION

Town Hall Procedures

1. Mics are muted.
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

02
Carrier Onboarding Status

03
Consumer Platform Demo w/ GetInsured

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Exchange Updates

1. Exchange carrier email update sent Friday, April 14.

2. Town Halls will continue Monthly on Wednesdays, at 11am. Please note the dates on your calendar, and we will send out invites one month in advance. Please send questions and suggested topics to: ExchangeCarriers@scc.virginia.gov

   May 17, June 14, July 12, August 9

3. Exchange Advisory Committee met March 28. Materials and presentation from Pennie, the Pennsylvania Health Insurance Exchange Authority can be found at: Virginia SCC - Exchange Administration

Carrier Onboarding Status

- We appreciate carriers' continued engagement for onboarding readiness.
- All Issuer Profiles have been established in the Carrier Test Environment.
- 78% of carriers have successfully completed connectivity testing over a week ahead of the scheduled completion date.

Activity	Start Date	End Date	% Carriers Complete
Weekly 1:1 Meetings Established	2/9/2023	2/24/2023	100%
Test Environment - Carriers return Admin Forms	2/16/2023	3/15/2023	100%
SFTP Setup Form	2/16/2023	3/15/2023	100%
Issuer Profile Form	2/16/2023	3/15/2023	100%
PayNow Form	2/16/2023	3/15/2023	100%
Test Environment - Carriers provide Rate & Provider Directory Data	2/16/2023	3/15/2023	100%
Test Rate Data	2/16/2023	3/15/2023	100%
Plan Year 2023 Rate Data	2/16/2023	3/15/2023	100%
Provider Directory Data	2/16/2023	3/15/2023	100%
Issuer Portal IP Address Whitelisting	3/16/2023	3/21/2023	100%
SFTP IP Address Whitelisting + SFTP Credential Creation	3/16/2023	3/29/2023	100%
Test SFTP Credentials Provided	3/16/2023	3/29/2023	100%
Test Issuer Portal Credentials Provided	3/22/2023	3/29/2023	94%
Rate Data Loaded into Test Environment	4/3/2023	4/14/2023	83%
SFTP Connectivity Test Complete	4/3/2023	4/28/2023	78%

Carrier Onboarding Upcoming Activities

- The Connectivity Test and Review of Rates in the test environment are in process.
- 834 EDI testing will be initiated on 5/30 and run through 8/4.

Activity	Start Date	End Date
Environment Setup		
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
EDI Testing		
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

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Consumer Portal Platform Demo

Summary

The Member Portal gives consumers a wide range of self-service tools to manage their own account, including enrollments, applications, communication preferences, and much more. Throughout account creation, management, and application, the consumer is guided through the application process with helpful content, field level validations, and easy-to-follow flows.

Demo Agenda

- Consumer login
- Consumer dashboard
- Consumer application
- Submit and receive eligibility
- Consumer eligibility dashboard
- SEP selection and plan shopping and enrollment

Summary & Highlights

Contacts

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

Exchangecarriers@scc.virginia.gov

VAcarriers@getinsured.com

Virginia Health Benefit Exchange

Holly Mortlock, Deputy Director, External Affairs and Policy

Holly.Mortlock@scc.virginia.gov

Toni Janoski, Deputy Director, Operations and Finance

Toni.Janoski@scc.virginia.gov

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