

Virginia Exchange Assister Town Hall

May 24, 2023

HBE Introductions

Keven Patchett

HBE Director

Holly Mortlock

Deputy Director of External Affairs and Policy

Brionna Jones

Marketing and Outreach Manager

Kenyata Tyler-Moore

Consumer Center Manager

Toni Janoski

Deputy Director Operations and Finance

Christine Houchens

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

02

Agent Portal Demo
w/ GetInsured

03

Contacts

Exchange Updates and Reminders

1. Please send any questions or comments to Assisterprograms@scc.virginia.gov
2. Town Halls will continue Monthly on Wednesdays, at 1:00pm. 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

June 28, July 26, August 23

3. VAHBE selected and onboarded a website vendor. Design and development are underway. A soft launch of the website for agents and assisters will be available in early fall.
4. VAHBE is now hosting consumer information regarding the continuous coverage unwinding on the SCC website at: <https://www.scc.virginia.gov/pages/Medicaid-Renewals>
5. Registration for Exchange Assister Training and Certification will open on July 15. Training will be delivered virtually and will be available to all assisters. Training will open in late summer/early fall 2023.

Contacts

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

ExchangeAgents@scc.virginia.gov

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