

# Virginia Exchange Assister Town Hall

April 28, 2023

# 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

Consumer Platform Demo w/  
GetInsured

# 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

# Exchange Updates

- 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](#)
- The Exchange onboarded a LMS vendor last week and staff training on the system has begun.
- 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](mailto:Assisterprograms@scc.virginia.gov)  
May 24, June 28, July 26, August 23
- The Exchange appreciates all your engagement and is happy to be partnering with our assister community. Please send any questions or comments about the Exchange or the transition to  
[Assisterprograms@scc.virginia.gov](mailto:Assisterprograms@scc.virginia.gov)

# Training and Certification

- The VA Exchange will be offering state-based training and certification to agents, navigators, and assisters.
- Registration for training will open in Summer 2023
- Assisters and Navigators must successfully complete training for certification.
- Agreements related to navigators and assisters are signed with their organization.
- Any updates to requirements will be published on the HBE's website and communicated in Monthly Townhalls.

# Summary & Highlights

### 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

# Contacts

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

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

## **Virginia Health Benefit Exchange**

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