Virginia Exchange Carrier Town Hall

May 24, 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 or add in the chat.
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
Agent Platform Demo

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Exchange Updates and Reminders

1. Exchange Carrier email update sent Friday, May 19. Please send any questions or comments to ExchangeCarriers@scc.virginia.gov

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 24, June 21, July 19, August 16

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 Agent Training and Certification will open on July 15. Training will be delivered virtually and will be available to all agents. Training will open in late summer/early fall 2023.

Carrier Onboarding Status

- We appreciate the continued responsiveness and collaboration from all issuers.
- 100% of issuers are now complete with EDI setup activities and prepared to begin 834 testing next week.

Activity	Start Date	End Date	% Carriers Complete
Weekly 1:1 Meeting with carrier is 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 Setup	**3/16/2023**	**4/28/2023**	**100%**
Issuer Portal IP Address Whitelisting	3/16/2023	3/21/2023	**100%**
Test Issuer Portal Credentials Provided	3/22/2023	3/29/2023	**100%**
Rate Data Loaded into Test Environment	4/3/2023	4/14/2023	**100%**
Carriers review rate data in test environment	4/17/2023	4/28/2023	**100%**
Test Environment SFTP Setup and Connectivity Test	**3/16/2023**	**4/28/2023**	**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%**
SFTP Connectivity Test Complete	4/3/2023	4/28/2023	**100%**

Carrier Onboarding Upcoming Activities

- The Environment Setup activities, including the SFTP Connectivity Test, are now complete across all issuers.
- The Carrier 834 Testing begins Tuesday 5/30.

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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Carrier 834 Testing

- GetInsured has been working closely with issuers to coordinate the initiation of 834 testing.
- The full 834 test plan consists of 14 – 17 834 test cases over a 10-week period followed by a cumulative RCNI file and PayNow test.
- The first 3 weeks of test cases are outlined below:

Test Case	Scenario Summary	Policy	Scheduled Week	Dates
1	Broker Designation Change			
1.1	Initial Enrollment	Policy A	Week 1	5/30 - 6/2
1.2	Broker Change	Policy A	Week 1	5/30 - 6/2
2	Prospective APTC Change			
2.1	Initial Enrollment	Policy B	Week 2	6/5 - 6/9
2.2	APTC Change	Policy B	Week 2	6/5 - 6/9
3	Plan Change (Product Change)			
3.1	Initial Enrollment	Policy C	Week 2	6/5 - 6/9
3.2	Plan Change	Policy D	Week 2	6/5 - 6/9
4	Dependent Add Mid-Month			
4.1	Initial Enrollment	Policy E	Week 3	6/12 - 6/16
4.2	Dependent Add (mid-month)	Policy E	Week 3	6/12 - 6/16
5	Dependent Term + Reenrollment			
5.1	Initial Enrollment	Policy F	Week 3	6/12 - 6/16
5.2	Dependent Term	Policy F	Week 3	6/12 - 6/16
5.3	Re-enrollment of Dependent	Policy F	Week 3	6/12 - 6/16

Agent Portal Demo

Summary & Highlights

Summary

The Agent Portal is optimized for agents to provide support to their consumers. The portal allows agents to manage their account and profile information, process delegation requests, assist consumers with application and plan selection, and manage their book of business. The portal is designed to support a single agent with a few consumers through a single agency with multiple agents and thousands of consumers

Demo Agenda

- Agent Log-in and Account Creation
- Agent Profile
- Broker Connect
- Delegation Requests
- Consumer Support Capabilities

Contacts

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

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