

Virginia Exchange Carrier Town Hall

August 18, 2023

Town Hall Reminders

Mics are muted

Participants can unmute and raise their hands for questions or add questions in the chat

HBE is logging all questions and will respond in the Town Hall as time permits, or follow up in email/FAQ

Agenda

VAHBE Updates
and Reminders

Transition Updates
and Timeline

Training and
Certification

Communications

Platform Demo:
Ticketing System and
Agent Connect

VAHBE Updates and Reminders

- Town Halls will continue monthly. Please send questions and suggested topics to ExchangeCarriers@scc.virginia.gov
- Weekly emails will now be sent on Thursdays and will continue to include FAQs. Please send questions or comments to ExchangeCarriers@scc.virginia.gov
- Exchange materials for Virginia Carriers can be found on the SCC website - [Virginia SCC - Exchange Carriers.](#)

Key Transition Updates

- The Exchange is excited to share that VAHBE has received formal approval from CMS to operate as a full state-based marketplace starting November 1, 2023 for health plans beginning in PY 2024. We provided an email communication to Exchange Carriers with this announcement on August 16th.
- Communication was sent to all agents requesting that they complete and submit the [Required Agent Information Form \(office.com\)](#) no later than 5:00pm on 9/7/2023
 - This information is critical for the automated data load that will create accounts and generate notices
 - Information will also be used to link agents to consumers once the consumer data migration is complete in late September
 - Agents who are unable to meet this deadline will need to manually build their own book of business once we have manually created their account
 - Instructions for doing this will be provided later
- Each agent must have a unique email address and a unique, text-enabled phone number for their account creation

Key Transition Updates

- All Carrier accounts for access to the Issuer Portal have been created
- HBE will begin plan certification next week
- HBE is testing its final release with GetInsured, which will have functionality specific for Carrier Billing
 - Will create monthly invoices on the platform and provide the ability for a Carrier to make an ACH payment

Timeline

Event:	Date
Carrier Onboarding: Systems Integration and Electronic Data Integration (EDI) Testing	May-September 2023
CMS Operational Readiness Review Completion	Completed
PY 2024 Plans Loaded into Platform	July-November 2023
Agent/Assister Training and Certification Registration Opened	July 28 th
VAHBE notifies carriers, agents, and assisters of official go/no-go and provides transition communications timeline	Notified August 16th
Agent/Assister Training Modules Opened	August 11th
Consumer Data Migration	Mid-late September 2023
Auto-Re-Enrollment Begins	Oct. 2
Platform and Consumer Assistance Center Soft Launch (agents and assisters)	Oct. 10
Agents Claim Books of Business	Oct. 10
Go-Live Open Enrollment PY 2023 Begins	Nov. 1

Training and Certification Updates

- Modules for Agent Training and Certification opened on August 11th
 - As a reminder, agents must complete the modules and pass the exam with a score of 80% or better by October 10th to ensure certification by November 1st to begin selling PY24 plans
- If agents have any questions about their Meridian LMS account, or are new and want to set up an account to be certified, they should email MarketplaceLMS@scc.virginia.gov

Draft Communications Plan

Date	Communication
Approx. Oct. 4	CMS/Marketplace mails paper notice to enrolled consumers regarding state transition
Approx. Oct. 10	Soft launch of website and call center
Approx. Oct. 10	Virginia welcome letter to consumers (mail)
Approx. Oct. 16	Virginia welcome email to consumers
Oct. 12-Nov. 1	Additional staged email communications to consumers
Nov. 1st	Marketplace opens for PY24 coverage

Contacts

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

Exchange carriers@scc.virginia.gov

VA carriers@getinsured.com

Virginia Health Benefit Exchange

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