



Virginia Exchange Carriers Town Hall

October 25, 2023

Virginia's Insurance
Marketplace

Town Hall Reminders



Agenda

- Updates and Reminders
- Timeline
- Walk-through of Website
- GetInsured Updates and Ticketing System
 - Renewal 834 Updates
 - Ticketing System and Access Updates
 - Ticketing Demo Review



Updates and Reminders

- The broker certification file was uploaded to BOX accounts last week
- New files will be uploaded weekly on Wednesday by COB starting 11/1/23
- If you have questions related to the platform, please create a ticket in the platform
 - We will provide a demo of the ticketing system later in this Town Hall



Timeline

Event:	Date
Carrier Onboarding: Systems Integration and Electronic Data Integration (EDI) Testing	Completed
CMS Operational Readiness Review Completion	Completed
PY 2024 Plans Loaded into Platform	Completed
Agent/Assister Training and Certification	Ongoing
Auto-Re-Enrollment Begins	Underway
Platform and Consumer Assistance Center Soft Launch (agents and assisters)	Now available
Agents Claim or Create Books of Business	Ongoing
Window Shopping feature available to Agents, Assisters, and Consumers	Now available
Go-Live Open Enrollment PY 2023 Begins	Nov. 1

Renewal Transmission Updates

834 Transmission

- Carriers should expect to receive their auto-renewal 834 files on Wednesday 10/25 (today).
- GetInsured will send an email to the issuer POCs with the 834-file name when this is dropped.

Renewal Report

- The Renewal Mapping Report will be generated and dropped to issuer's BOX site when the auto-renewals are transmitted.
- The renewal report is a csv for carrier's reference and Virginia is not expecting a response on this Excel file.

Renewal Mapping Report

- When the auto-renewal files are generated, the Exchange will provide a mapping report to the BOX Sharing site to accompany the 834.
- The purpose of this report is to assist carriers with mapping the FFM-Assigned Exchange ID to the VA Assigned Exchange ID.

Column Name	Description
HIOS ID	Issuer HIOS ID
FFM-Assigned Member ID	Exchange-Assigned Member ID from FFM
VA Exchange-Assigned Member ID	Exchange-Assigned Member ID for VA HBE
First Name	Member First Name
Last Name	Member Last Name
2023 Old Policy ID	Enrollment ID for Plan Year 2023 FFM policy (OLD POLICY ID in 2700 loop on 834)
2024 Policy ID	Enrollment ID for Plan Year 2024 VA renewal (REF*1L on 834)
Insurance Type	Health or Dental
Agent NPN	NPN of the designated agent if applicable
Subscriber Flag	Possible Values Y/N

Renewal Transmission – FAQs

- ❑ **If a carrier has been notified that they will receive a renewal from an issuer’s discontinued plan (inter-carrier crosswalk or “gifted enrollment”), when will this 834 be transmitted?** “Gifted” Enrollments from an inter-carrier crosswalk will be transmitted as standard add files (INS03/INS04 = 021*EC). These enrollments will be sent with the first daily 834 batch on 11/1. HBE and GetInsured will provide issuers with reporting to identify these members.
- ❑ **For the auto-renewals, should issuers expect multiple 834s in the transmission today or a single 834?** The passive renewals will be transmitted in a single 834 file. These transmissions will not be spread out over multiple days.
- ❑ **What was the cutoff date for the original passive renewal batch?** The renewals in the upcoming file were generated from the FFM data file provided on 9/15/23. New enrollments after this date will be transmitted in subsequent catch-up files. This schedule is outlined on the timeline slide.
- ❑ **Will the Renewal Mapping Report be sent again?** The Renewal Mapping Report is for issuers to map the FFM-Assigned Exchange IDs to their new Virginia Marketplace Exchange IDs. This report will be sent to correspond with today’s 834 transmission as well as the two catch-up file transmissions.

Renewal Timeline

- The 834 renewals will be transmitted to issuers today (Wed 10/25).
- The timeline has been updated to include the 834 transmission dates for Catch-Up Batches 1 and 2.

Activity	Start Date	End Date	Status
Renewal Activities	Sept. 2023	Oct. 2023	In-Progress
Data Migration	10/2/2023	10/20/2023	In-Progress
Consumer data migration to Virginia platform	9/25/2023	10/13/2023	Complete
Duplicate Enrollment Report Sent to Issuers	10/23/2023	10/23/2023	In-Progress
Issuers return Duplicate Enrollment Report	10/25/2023	10/25/2023	In-Progress
Renewal	10/12/2023	12/31/2023	In-Progress
Production Load	10/13/2023	10/25/2023	In-Progress
Send test 834 renewal to carriers	10/13/2023	10/13/2023	Complete
Send prod 834 renewals to carriers	10/23/2023	10/25/2023	In-Progress
Send prod 834 mapping report to carriers	10/23/2023	10/25/2023	In-Progress
Catch-Up Batches	10/20/2023	11/30/2023	In-Progress
Cutoff Enrollment Date for Catch-Up Batch 1	10/20/2023	10/20/2023	In-Progress
Send 834 transmission for Catch-Up Batch 1	11/20/2023	11/20/2023	Not Started
Cutoff Enrollment Date for Catch-Up Batch 2	12/1/2023	12/1/2023	Not Started
Send 834 transmission for Catch-Up Batch 2	12/11/2023	12/11/2023	Not Started
Daily 834 Batch Resumes	11/1/2023	11/1/2023	Not Started
Daily 834 Batch Resumes	11/1/2023	11/1/2023	Not Started
EOY Term Files	TBD	TBD	Not Started
FFM Sends EOY termination files	TBD	TBD	Not Started

Ticketing System: Access

- Issuer Enrollment Representatives will receive their credentials to the production Issuer Portal today.
- The staff identified will receive an email with the activation link that expires after 24 hours of receipt. Please reach out VAcarriers@getinsured.com if there are any issues.
- Issuer Enrollment Representatives will be prompted to download DuoMobile to authenticate their accounts.

The screenshot displays a web interface for 'Health Insurance Company A'. At the top, there is a navigation bar with 'Home', 'Enrollments', and 'Tickets'. The main heading is 'Health Insurance Company A'. Below this, there are two sections: 'Issuer Information' and 'Issuer Address'. The 'Issuer Information' section lists several fields: Name (Health Insurance Company A), NAIC Company Code (12345), NAIC Group Code (00001), Federal Employer ID, and HIOS User ID (12345). The 'Issuer Address' section lists: Address Line 1 (123 Main Street), Address Line 2, City (Arlington), and State (VA).

Issuer Information	
Name	Health Insurance Company A
NAIC Company Code	12345
NAIC Group Code	00001
Federal Employer ID	
HIOS User ID	12345

Issuer Address	
Address Line 1	123 Main Street
Address Line 2	
City	Arlington
State	VA

Ticketing System: Pre-OE

- Issuer Enrollment Representatives will be able to view the details for consumers who are auto-enrolled in the portal.
- This is identified by navigating to the “Enrollments” tab of the portal.
- The Enrollments tab will default with “No matching records found” when they land on this page. Select “Go” to view the enrollments.

Home Enrollments Tickets

Enrollments

Enrollment Year

Refine Results [Create Ticket](#)

Subscriber Name <input type="text" value="Subscriber Name"/>	Policy Id <input type="text" value="Virginia's Marketplace Assigned Polic"/>	Plan Number <input type="text" value="Plan Number"/>	Plan Type <input type="text" value="All"/>
Status <input type="text" value="All"/>	Subscriber ID <input type="text" value="Subscriber ID"/>	Last 4 Digits of SSN <input type="text" value="Last 4 Digits of SSN"/>	
DOB of the subscriber <input type="text" value="DOB of the subscriber"/>	Go		

No matching records found.

Ticketing System: Pre-OE

- The Enrollments page will populate with the enrollments associated with the issuer. This will include individuals who were auto-renewed.
- Issuers can select a Policy ID to view details of the enrollment and create a ticket.

Enrollments

Enrollment Year: 2024

Refine Results Create Ticket

Subscriber Name: Policy Id: Plan Number: Plan Type:

Status: Subscriber ID: Last 4 Digits of SSN:

DOB of the subscriber: Go Export

Subscriber	DOB	SSN	Policy Id	Plan Type	Plan Number	Enrollment Status	Effective Start Date	Subscriber ID
Calix Novotny	04/05/2013	9355	637	Health		Pending	01/01/2024	1000003183
Saint Novotny	07/04/1983	2640	636	Health		Terminated	01/01/2024	1000003180
Clark Nealy	04/05/2013	3893	635	Health		Pending	01/01/2024	1000003171

Ticketing System: Ticket Types and Subtypes

- The Ticket Types and Subtypes that will be available to Issuer Enrollment Representatives are listed on this table. These are subject to change based on future needs.
- We will provide guidance on each Ticket Type and the scenarios where these should be used.

Ticket Type	Subtype
Enrollment	1095A Questions
Enrollment	834 Error/Issue
Enrollment	Address Validation
Enrollment	Duplicate Enrollment
Enrollment	Enrollment – Urgent Medical Need
Enrollment	Enrollment Issue
Enrollment	Enrollment Not Found with Issuer
Enrollment	Enrollment Termination or Cancellation
Enrollment	Insurer – Other
Enrollment	Reconciliation Dispute
Enrollment	Reinstatement
Enrollment	Relationship Update
Enrollment	Rescissions
Enrollment	SSN Validation
Enrollment	Subsidy Not Found with Issuer
Finance	User Fee Payment
Issuer Access Request	Issuer Enrollment Representative
Issuer Access Request	Issuer Finance Staff
Issuer Access Request	Issuer Representative

Renewal Questions and Transmission Issues

We will be providing an overview document with setting up the tickets with the credentials tomorrow. A detailed walkthrough on all Ticket Types expected to be used during OE by Monday 10/30. For renewal related questions, please use the following ticket types:

Ticket Type	Ticket Subtype	Description
Enrollment	834 Error/Issue	Questions or issues from an EDI 834 perspective on the 834 renewal file.
Enrollment	Enrollment Issue	Questions or issues on specific enrollments within the renewal file after it is processed.

While the Issuer Enrollment Representative accounts are being activated this week, issuers may also email VAcarriers@getinsured.com for questions/issues on the renewal file.

Contacts

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

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