Virginia Health Benefit Exchange Transition Update

January 2023

SCC *Commonwealth of Virginia*
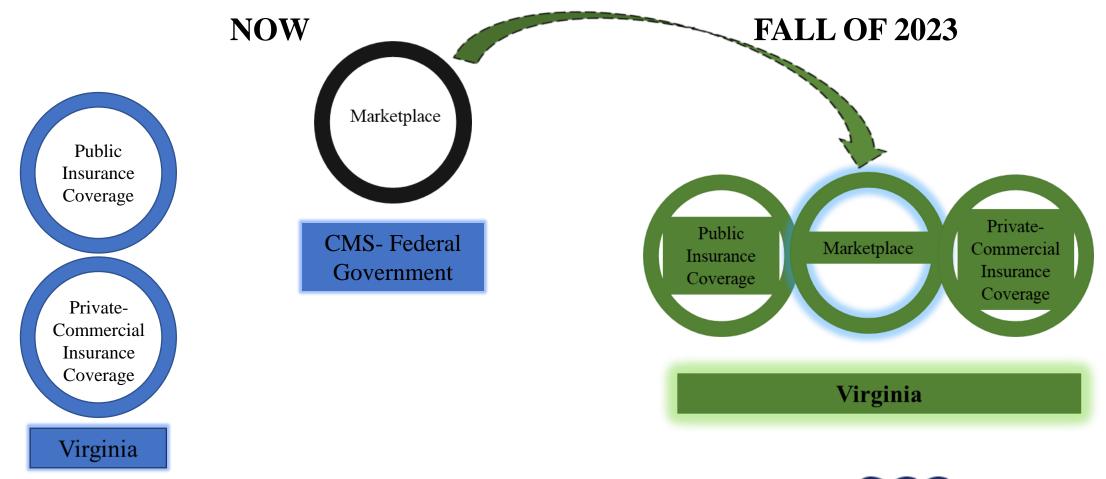STATE CORPORATION COMMISSION

About Virginia's Transition

- On September 29, 2022, the SCC awarded a nine-year contract to GetInsured for Virginia's platform and consumer assistance center.

- GetInsured operates in 7 of the 18 state-based Exchanges nationwide.

- GetInsured successfully transitioned NV, NJ, and PA, from the Federally Facilitated Exchange (FFE) to their own state-based platforms.

- Virginia's platform and consumer assistance center will be integrated and will be staffed by customer service representatives dedicated to Virginia.

Virginia's Coverage Landscape

Virginia Exchange Carrier Stakeholder Engagement

- Initial introduction / Platform demonstration held November 2022.

- Formal carrier kick-off townhall meeting February 8, 2023.

- Weekly 1:1 carrier meetings with vendor.

- Regular stakeholder town hall meetings.

- Regular transition email updates.

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Carrier Onboarding Process

Summary

Carrier onboarding is a partnership between SCC, GetInsured, and the carriers. GetInsured will provide carriers with the resources needed to be successful: Documentation, access to their carrier implementation team, technology support, and testing environments.

Highlights

- 834 specifications that closely mirror FFE implementation
- Robust documentation on 834 and Reconciliation specifications
- Weekly 1:1 meetings between GetInsured and each carrier throughout the onboarding process
- Systematic testing plan to ensure production readiness

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Carrier Onboarding – High Level Overview

Phase	Key Activities	Date
Kickoff and Preparation	❑ Kickoff meeting with SCC, carriers, and GetInsured ❑ Weekly 1:1 meetings with carriers are initiated ❑ Technical, testing, and Admin documentation provided to carriers ❑ Carriers provide Admin forms and test rates to SCC for environment setup ❑ GetInsured sets up issuers in the test environment	February – April 2023
Testing	❑ Carriers receive Issuer Portal and SFTP access in test environment ❑ SFTP connectivity testing in test environment ❑ EDI 834 and Reconciliation Testing ❑ Self-Service PayNow Integration Testing	May – September 2023
Production Readiness	❑ Carriers receive access to production Issuer Portal and SFTP ❑ SFTP connectivity testing in production environment ❑ Plan and rate data is loaded to system directly from SERFF ❑ Carriers validate plan and rate data in production	July – November 2023

SBE Implementation – High Level Overview

Phase	Key Activities	Date
Phase 1 – Initiation & Planning Phase	❑ Project kick-off ❑ Share initial deliverables	September – October 2022
Phase 2 – Product Orientation Phase	❑ Product orientation sessions ❑ Requirements mapping ❑ Develop initial plans for major activities (e.g. carrier onboarding, data migration)	October 2022 – February 2023
Phase 3 – Customization & Configuration Phase	❑ Customization and configuration and testing plans finalized ❑ Training plan development	December 2022 – March 2023
Phase 4 – Project Testing Phase	❑ Carrier onboarding testing ❑ UAT testing ❑ FDSH testing ❑ Integration and AT testing with DSS/DMAS	February – September 2023
Phase 5 – Project Implementation Phase	❑ CMS Authority to Connect ❑ Data migration and autorenewal ❑ Training plan execution	December 2022 – September 2023
Phase 6 – Go-Live Readiness & Transition To O&M	❑ Call center soft launch (9/1) assessment and go-live for brokers and carriers ❑ Consumer go-live assessment and launch for 11/1	August – October 2023
Phase 7 – Open Enrollment Phase	❑ Launch on 11/1	11/1/2023 - 1/15/2024

SBE Implementation – High Level Overview

Project Phases	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Initiation and Planning Phase																	
Project Kick-off	▓	▓															
Share Initial deliverables	▓	▓															
Product Orientation Phase																	
Product Orientation Sessions		▓	▓	▓	▓												
Requirements Mapping		▓	▓	▓	▓												
Develop initial plans for major activities (e.g., carrier onboarding, data migration)		▓	▓	▓	▓	▓											
Customization & Configuration Phase																	
Customization & configuration & testing plans finalized				▓	▓												
Training Plan development				▓													
Project Testing Phase																	
Carrier Onboarding Testing						▓	▓	▓	▓	▓	▓	▓	▓	▓			
User Acceptance Testing						▓	▓	▓	▓	▓	▓	▓	▓	▓			
FDSH Testing						▓	▓	▓	▓	▓	▓	▓	▓	▓			
Integration and Account Transfer testing with DSS/DMAS						▓	▓	▓	▓	▓	▓	▓	▓	▓			
Project Implementation Phase																	
CMS Authority to Connect				▓	▓												
Data Migration and autorenewal				▓	▓												
Training Plan Execution				▓	▓												
Go-Live Readiness																	
Call Center Soft Launch (9/1) assessment and Go-live for brokers & carriers												▓	▓				
Consumer Go-live assessment and launch for 11/1												▓	▓				
Open Enrollment																	
Open Enrollment 2024															▓	▓	

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