

Hello Exchange Agents,

Thank you for your continued efforts to ensure that Virginians have access to the quality health coverage they need! We have some important information to share this week, so please see below:

**Update:**

1. We concluded open enrollment with just over 400,000 plan selections! We look forward to sharing additional data as it becomes available in the weeks to come.

**Reminders:**

1. Although open enrollment is over, individuals can still enroll in QHPs through a special enrollment period (SEP). SEPs are triggered through various qualifying life events (QLEs) such as, but not limited to:
  - a. Loss of minimum essential coverage
  - b. Marriage or divorce
  - c. Birth or adoption of a child
  - d. Moving, if applicant moved outside of coverage area of their current plan

More information on QLEs can be found here: [What is a Qualifying Life Event? \(QLE\) – Virginia's Insurance Marketplace Help](#)

2. If you have encountered problems with consumer applications, please submit a ticket. If you need assistance from the Exchange to resolve the ticket, please send us an email including the application ID, summary of the issue, the ticket number, and the date and time the ticket was submitted. **Please do not include PII even if you encrypt the email.** We are unable to forward an email with PII to our technical team, even if it is encrypted. By providing just the application ID, ticket number, and summary of the issue, we will be able to escalate the ticket without any delays, which will result in faster resolution for your consumers.
3. The most current FAQs can be found at [Agents | Virginia's Insurance Marketplace](#). If you have questions, please email us at [ExchangeAgents@scc.virginia.gov](mailto:ExchangeAgents@scc.virginia.gov). We will research the answer and respond to your email or include them in the FAQs.
4. The next Agent/Assister Town Hall will be held on **Wednesday 2/7/24 at 11:00am**. Invites will be emailed soon. Email [ExchangeAgents@scc.virginia.gov](mailto:ExchangeAgents@scc.virginia.gov) to be added to the invite list. To find slide decks for past Town Hall presentations, visit [Agents | Virginia's Insurance Marketplace \(virginia.gov\)](#)
5. **Updated information regarding the SEP for individuals with an income below 150% of FPL.** At this time, the Virginia platform does not offer functionality for individuals with incomes of 150% FPL or below. We are exploring implementation of this

feature in the near future. **Note that Virginia has adopted the Unwinding SEP.** Anyone losing Medicaid coverage between March 31, 2023 and July 31, 2024 can attest to loss of Medicaid during this period and will have 90 days from the time of attestation to enroll in coverage. Also, loss of Minimum Essential Coverage is a qualifying life event which can trigger an SEP.

6. Some agents remain in pending status in [Virginia's Insurance Marketplace](#) because they have not a) finished training in the Virginia LMS and/or b) uploaded their agent agreement at <https://marketplacelms.scc.virginia.gov/>. Message us at [MarketplaceLMS@scc.virginia.gov](mailto:MarketplaceLMS@scc.virginia.gov) when you've completed all steps! **Pending accounts that are not certified within 90 days of account creation, will be terminated.** Should you decide not to complete certification at this time, please respond as such and request your platform account terminated. Issues with your LMS account, need an account or password reset, or questions about your training status? Email [MarketplaceLMS@scc.virginia.gov](mailto:MarketplaceLMS@scc.virginia.gov).

Thank you for all you do! We look forward to a strong continued partnership!

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