



Virginia's Insurance Marketplace (VIM) Learning Management System is now OPEN!

IMMEDIATE ACTION NEEDED FOR CREATION OF YOUR EXCHANGE PLATFORM ACCOUNT:

The Virginia Health Benefit Exchange is committed to ensuring we have the most accurate and up to date agent contact information to better serve our Exchange community. For the creation of your agent account in Virginia's Insurance Marketplace platform, it is **critical** that you complete and submit the [Required Agent Information Form \(office.com\)](https://office.com) **no later than 9/7/2023**. Updated contact information is a prerequisite to creating your account and for the automated process that will build your book of business in the platform.

Each agent **must have a unique email address** (which will serve as your username on the platform) and a **unique text-enabled mobile phone number** (for authentication purposes) in order to create an account. The HBE will compile the updated data for agents that have responded by the deadline and provide it to GetInsured for an automated data load that will create accounts and generate notices. This updated data will also be used to link agents to consumers once the consumer data migration is complete in late September (thus creating your books of business).

If you do not complete the form by **5pm on 9/7/2023**, you will have to manually build your own book of business once we have manually created your account. We will provide you instructions on how to do this manual build in the coming weeks.

If you need help completing the form, please reach out to ExchangeAgents@scc.virginia.gov and our staff will assist you. Thank you in advance for your cooperation on this essential activity.

Training and Certification:

We are thrilled to welcome you to the VIM Learning Management System! Here you will receive training tailored to agents, navigators, and assisters operating in Virginia. For agents presently certified with the FFM for PY 23, and current Virginia-certified navigators and assisters, the Exchange has already created for an account for you in the LMS, whenever possible, with existing information. As you enter the LMS, if an account was able to be created on your behalf, you will login to complete your user information. Those new to the individual marketplace or seeking initial certification will need to send the request for a new LMS account along with their name, email, and NPN to MarketplaceLMS@scc.virginia.gov.

To login to the Virginia's Insurance Marketplace (VIM) Learning Management System:

1. You will receive an auto-generated email from no-reply@scc.virginia.gov providing your login ID. **Visit <https://marketplacelms.scc.virginia.gov/> to begin.**
2. Before accessing the LMS system, you must login and use the "forgot password" link to receive a temporary password. The LMS requires an authentication, so please be ready to receive a code emailed to you to verify your identity. In the future, if you don't know your password, use the "forgot password" link to receive a temporary one.
3. Once logged in, locate the Recent Announcement "AGENTS: IMMEDIATE ACTION NEEDED FOR CREATION OF YOUR EXCHANGE PLATFORM ACCOUNT" and follow instructions, if you have not already done so.
4. Find "User Information" on the welcome screen. Select "Edit User Information" and input/update all required fields to make your LMS account current.

To begin training:

1. Your account should contain a curriculum assigned based on whether you were identified as certified for PY23 or not. If you believe the assigned curriculum is incorrect, please email MarketplaceLMS@scc.virginia.gov with your PY23 certification information, NPN (agents) or license number (navigators/assisters), name, and email.
2. Complete the training modules at your pace. For certification of training completion, each module test must be completed with a passing score of 80. (Training completion certificates are still under review and will be updated soon.) Complete training and tests by October 10th for November 1st Exchange Certification.
3. Agents wishing to be certified for both the individual and SHOP markets, please locate Module 12 – SHOP, complete the training and test. This will be outside your curriculum.
4. Agents wishing to be certified only for SHOP, please contact MarketplaceLMS@scc.virginia.gov to have the SHOP-only curriculum assigned. This curriculum is intended specifically for agents wishing to be certified to sell only on the Virginia SHOP (Small Business Health Options Program).

Virginia Agent Certification for Plan Year 2024 and Beyond

The process for an agent to be Exchange-certified is as follows:

1. Apply for (or maintain) a license through the Virginia Bureau of Insurance. Agents must maintain an active license in Virginia with a health qualification (line of authority) and be in good standing.
 - Visit <https://www.scc.virginia.gov/pages/Applying-for-a-Individual-VA-Insurance-License> for instruction around agent licensure in Virginia or to check the status of a license.
 - Visit <https://www.scc.virginia.gov/pages/License-Renewals> for license renewal instructions.
2. Complete agent training as instructed above through the VIM Learning Management System at <https://marketplacelms.scc.virginia.gov/>.
 - FFE-certified agents (at the time of LMS account migration) are eligible to complete a condensed "renewal" training program for PY 2024.
 - Agents new to the Virginia Exchange or who were not FFE-certified at the time of account migration are required to take the full training curriculum for PY 2024 certification.
 - To receive certification of training completion, agents must receive a passing score of 80 on all module tests. Complete training and module tests by October 10th for November 1st Exchange Certification.
 - Agents will complete a [Virginia Health Benefit Exchange Agent Agreement](#) upon training completion and attach the signed agreement on your VIM LMS account profile. Certification is effective only for the existing plan year and will remain active through October 31, 2024 with annual renewal opening next August.
 - To execute the *Virginia Health Benefit Exchange Agent Agreement*, download, execute, and attach the signed agreement on your LMS account profile as follows:
 - Locate your LMS account at the top right of LMS main screen (your initials within a circle) and select "Account".
 - Select "Profile", then next to "Attachments" select "Edit".
 - Upload your executed VAHBE Agent Agreement 2023-24 saved in the format "NPNNumber_FirstInitial_LastName_VAHBEAgentAgreement_2023-24.pdf". (Example file format: "01234567_T_Smith_VAHBEAgentAgreement_2023-24.pdf".
3. Create or claim your agent portal account on the VIM Platform once available (expected approximately October 10th). As mentioned above, hose completing the [Required Agent Information Form](#)

[\(office.com\)](#) **no later than 9/7/2023** will have their book of business available. You can then begin helping customers immediately!

To learn more, see the Agent FAQs and Town Hall meeting archive at <https://www.scc.virginia.gov/pages/Agents-and-Brokers>. Send questions to ExchangeAgents@scc.virginia.gov.

We look forward to working with each of you!



Where Virginians Shop for Affordable Health Coverage