



Welcome to the Virginia's Insurance Marketplace (VIM) Learning Management System!

The Virginia Health Benefit Exchange is excited to be transitioning its Exchange from healthcare.gov to its own State-based Exchange platform – Virginia's Insurance Marketplace! The Virginia Health Benefit Exchange has been eagerly preparing for this transition and is excited to partner with agents, navigators, and assisters to meet the needs of Virginians. To learn more about preparations, see the Agent FAQs and Town Hall meeting archive at <https://www.scc.virginia.gov/pages/Agents-and-Brokers>.

Virginia's Insurance Marketplace is a marketplace for Virginia, by Virginia. Our collaboration will focus on:

- Meeting the health coverage needs of Virginians
- Supporting consumer choice and education
- Assisting consumers with access to programs and financial assistance
- Supporting continuity of coverage
- Reducing the number of uninsured in Virginia

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. With the VIM LMS, you will have access to courses and resources designed to prepare you to assist consumers as they shop and enroll in exchange plans through Virginia's Insurance Marketplace. Training will also be provided around other areas to support continuity of coverage, such as Medicaid, FAMIS, SHOP, and Medicare.

To be certified to assist consumers shop and enroll in VIM and/or VA SHOP plans, you will follow one of the following certification paths:

- Agent (Broker)
- Navigator
- Certified Application Counselor (Assister)

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 available 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 and a temporary password. Visit <https://marketplacelms.scc.virginia.gov/> to begin.
2. Before accessing the LMS system, you must login and create a new password. The LMS requires an authentication, so please be ready to receive a code emailed to you at each login attempt 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, find "User Information" on the welcome screen. Select "Edit User Information" and input the required fields.

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 through the VIM Learning Management System. Training is expected to open August 11th.
 - FFE-certified agents (at the time of account migration) will be eligible to complete a shorter training program for plan year 2024 along with Virginia-specific modules.
 - Agents new to the Exchange or who are not currently FFE-certified at the time of account migration will be required to take the full VIM training program for plan year 2024.
 - Create or claim your LMS account in the VIM LMS after July 28th.
 - To receive certification of training completion, agents must receive a passing score of 80 on the VIM Exam. Complete training and pass the exam 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 the agent's VIM LMS Account. Certification is effective only for the existing plan year and will remain active through October 31, 2024.
3. Create or claim your agent portal account on the VIM Platform once available (expected approximately October 10th). Your book of business will be loaded and ready for you. You can 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