

COMMONWEALTH OF VIRGINIA

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TO: Virginia Exchange Assisters - Navigators, Certified Application Counselors (“CACs”), and Certified Application Counselor Designated Organizations (“CDOs”)

DATE: August 24, 2020

RE: Transition to a State-Based Exchange on the Federal Platform

As of July 1, 2020, Virginia is officially in the process of transitioning to a State-Based Exchange on the Federal Platform. Eligibility and enrollment activities will still occur through healthcare.gov; however, the Virginia Health Benefit Exchange (“Exchange”), based at the State Corporation Commission, will oversee and administer the certification of individual Navigators and the certification of Certified Application Counselors (“CACs”) through Certified Application Counselor Designated Organizations (“CDOs”) - collectively referred to as “assisters.”

Prior to July 1, 2020, the Center for Medicare and Medicaid Services (“CMS”) administered the certification or designation of assisters; for assisters who completed the 2020 Federally-facilitated Exchange training, this certification or designation would have expired on October 31, 2020. However, based on Virginia's transition to the Exchange and assumption of the administration of assister certification, CMS has informed the Exchange that its certification of assisters will expire on September 1, 2020.

Because CMS is decertifying assisters at this earlier date, the Commission, on behalf of the Exchange, ordered on July 31, 2020 that for any individual Navigator holding a valid and active certification from CMS and a valid and active registration with the Commission on August 31, 2020, the Commission will grant said individual Navigator a temporary certification to continue to carry out its authorized duties through October 31, 2020. An individual must not act as a Navigator on and after November 1, 2020 without completing all applicable certification and registration processes as required by the Exchange.

The Commission also ordered on July 31, 2020 that any CDO holding a designation from CMS on August 31, 2020 to certify certain individuals as CACs, the Commission extends the CDO temporary designation to continue its authorized duties under applicable law until December 31, 2020. Further, the Commission authorizes CDOs to extend until October 31, 2020 the certification of a CAC who holds a valid and active certification with CMS on August 31, 2020. Any temporary certification provided to a CAC by a CDO shall terminate on October 31, 2020. An individual must not act as a CAC on or after November 1, 2020, without completing all training and certification requirements necessary to obtain certification through a CDO.

As an attachment to this letter, please find answers to a list of frequently asked questions regarding this transition and the training, certification, and registration requirements. Please note that we will continue to update this list. It will be accessible at <https://www.scc.virginia.gov/pages/Bureau-of-Insurance>. Questions can be sent to Assisterprograms@scc.virginia.gov.

Sincerely,

A handwritten signature in cursive script that reads "Toni H. Janoski".

Toni H. Janoski
Insurance Policy Advisor
Virginia Bureau of Insurance