

2021 Special Enrollment Period (SEP)

February 15, 2021 – May 15, 2021

What should clients do to complete an application with the Marketplace or Medicaid?

Contact Benalytics Consulting directly at 1-855-483-4647.

Benalytics' hours of operation are:

- Monday, Wednesday, Friday – 9 a.m. to 5 p.m.
- Tuesday, Thursday – 8 a.m. to 7 p.m.
- Saturdays – 9 a.m. to 5 p.m. (in addition to the above hours, Benalytics staff will be available during these times to assist clients from April 15 – May 15)

What should clients have available when completing the application process?

Clients should refer to the application checklist provided by [healthcare.gov](https://www.healthcare.gov/apply-and-enroll/get-ready-to-apply/) (<https://www.healthcare.gov/apply-and-enroll/get-ready-to-apply/>) if they believe they are eligible for a Marketplace plan. Benalytics can help clients determine if they are eligible for insurance and help them enroll.

Clients eligible for Medicaid should refer to the application checklist provided by [coverva.org](https://coverva.org/apply/) (<https://coverva.org/apply/>). Benalytics can help them determine eligibility and help them enroll.

Having the required information available while completing the application will help it go smoothly and ensure clients complete the application in one session.

VA MAP requires proof of current income (within the last 30 days) be submitted when completing the enrollment process for Marketplace coverage. This is important because it helps determine which type of insurance coverage a client is eligible for and helps determine if the client will receive tax credits, which affect the monthly premium amount. Benalytics cannot complete the enrollment process without this information.

Clients who recently received denials from Medicaid must submit those Medicaid denial letters in order to enroll in a Marketplace plan.

How will VA MAP communicate with clients and community partners about this SEP?

Benalytics is mailing letters to all eligible clients that VA MAP identified for this special enrollment with the Marketplace and to those eligible for Medicaid enrollment. The letter advises clients how to contact Benalytics to complete the enrollment process. VA MAP is targeting February 19, 2021 to start the mailings.

VA MAP is also partnering with the VACAC on consumer education about open enrollment steps and the importance of having insurance.

Look for information on this SEP on the VA MAP website. Community partners should check the website for updates throughout the enrollment period. Information on this enrollment period will also be shared at all HIV Care Services (HCS) meetings and events in the upcoming months (i.e., Quarterly Contractors' Meeting, Case Management Summit, Quality Management Summit, etc.).

How can a provider obtain a list of its clients that have been identified as eligible for this Marketplace SEP or for Medicaid enrollment and receive updates on their enrollment status?

The provider must submit a client list to VA MAP (Excel spreadsheet only for data imports and exports). VA MAP will do an initial match of the provider list to the master client list generated by VDH. Afterwards, VA MAP will submit individual agency enrollment updates every two (2) weeks using a specific Excel template created by VA MAP (see attachment). All file exchanges must occur through the secured portals.

A small number of providers participated in a regular file exchange process with VA MAP during the previous open enrollment period. To reduce the number of duplicate calls from providers coming through the medication access hotline, VA MAP is requiring that all providers participate in this file exchange for enrollment. The initial client file from the provider should be uploaded to the secured portals by Friday, February 19, 2021.

How can clients access medications while the Marketplace or Medicaid application is being completed?

Currently enrolled, active clients can access medications through Direct MAP until the application process is completed. The client's provider should follow the standard process of sending prescriptions to the dispensing pharmacy (i.e., Central Pharmacy, Alexandria HD Pharmacy, and Fairfax HD Pharmacy).