



Broker News

September 30th, 2015

DC Health Link Broker Certificates: NOT Needed for Payment of Commissions

We have been receiving inquiries from brokers asking us to provide DC Health Link Broker certificates in order for commissions to be paid from the carriers. This documentation is NOT required for commission payments to be made for your DC Health Link clients. If a carrier asks you to provide your DC Health Link certificate before they will pay commissions for your DC Health Link clients, please forward the request from the carrier to our Broker Relations Team at dchl.producer@dc.gov so that we can follow up with the carrier on your behalf.

Is Your Broker Account Disabled?

With Individual and Families Marketplace Open Enrollment just around the corner, this is a good time to log into your broker portal to ensure that your account is still active. Federal regulations require any broker account that has been inactive for 120 days to be disabled. Brokers should log-in at least every three months to ensure an active DC Health Link account.

Your DC Health Link broker username was provided to you when you first approved as a broker—your broker username ends with “@dchl.” If you need to retrieve your username or password, you can do so by clicking on “forgot username” or “forgot password” available on the login page.

After entering your username and correct password, if you are unable to login and a “username is disabled” message is displayed, your account has been disabled due to inactivity. To have your account re-enabled, you can either:

- email your username to our Broker Relations Team at dchl.producer@dc.gov, or
- call DC Health Link at 855-532-5465 and provide your username along with the message you receive when attempting to login to your account.

Allow up to 1-2 business days for your account to be re-enabled.



ENROLLMENT DEADLINES

Small Business Market:

NOV 1 Coverage Effective Date:

- ◆ OCT 5— Last day to complete the employer application
- ◆ OCT 10— Last day to complete employee open enrollment period
- ◆ OCT 14 — Last day to pay first premium

Renewals for NOV 1:

- ◆ OCT 5— Last day to complete employer application and start employee open enrollment
- ◆ OCT 13— Last day to end employee enrollment

Note: First premium payment can only be made after employee open enrollment closes.

Call 1-855-532-5465