



# Broker News

October 29, 2015

## Broker Webinar Series

Thank you to those who attended our broker webinar on Tuesday, October 27, 2015 covering logging into your broker account and accessing your Small Business Marketplace clients. The recording of the webinar will be available shortly. We'll distribute a link when it is available. Next week's webinar will be an overview of employer and employee roster management.

### Employers & Employee Roster Management

Tuesday, November 3, 2015: 1:00-2:00pm ET

Webinar Link: *click on*—[Join WebEx meeting](#)

Webinar Meeting Number: 730 984 219

Meeting password: Broker

Phone Line: 1-877-668-4493 Call-in toll-free number

## Aetna to leave

### Individual and Families Marketplace

As it has previously been announced, Aetna and its affiliated companies have chosen to discontinue offering health coverage to consumers in the individual market, effective January 1, 2016. Aetna will continue to offer small group coverage in the District of Columbia.

The District of Columbia Health Benefit Exchange Authority encourages all brokers with clients currently enrolled in an Aetna plan to reach out to their respective clients during the 2016 open enrollment time frame to assist with selecting a new health plan. Remember that in order to avoid a break in coverage current Aetna customers will need to select a new plan by **December 15, 2015**. Individual and Families Market Open Enrollment runs from November 1, 2015 through January 31, 2016.

Notices have been sent to all affected consumers advising them of Aetna's decision and encouraging them to go to DC Health Link and select new coverage by December 15, 2015. DC Health Link will send additional notices and conduct further outreach to these consumers throughout open enrollment.

To find a complete list of available 2016 plans please visit the "Health Plans" of DC Health Link also found by clicking the link below.

<https://www.dchealthlink.com/individuals/plan-info/health-plans>

## ENROLLMENT DEADLINES

### Small Business Market:

#### DEC1 Coverage Effective Date:

- ◆ **NOV 1**— Last day to complete the employer application
- ◆ **NOV 10**— Last day to complete employee open enrollment period
- ◆ **NOV 12** — Last day to pay first premium

#### Renewals for DEC 1:

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

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

#### Renewals for JAN 1, 2016:

- ◆ **DEC 5**— Last day to complete renewal and plan selection
- ◆ **DEC 13**— Last day to end employee enrollment



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## Individual and Families Market Open Enrollment Begins Nov 1

Individual and Families Open Enrollment begins November 1st and ends January 31, 2016. Existing individual and family clients can login with their existing username, but they will need to provide to an email address once they login. New users are also required to provide an email address, which will serve as their username .

## Managing your Broker Account

On October 18th, DC Health Link sent out unique links to all approved brokers to access their new user accounts. If you missed this email and need your unique link to access your account please contact our call center at 855-532-5465. If you have your URL and are having problems with accessing your account please email us at [dchl.producer@dc.gov](mailto:dchl.producer@dc.gov) and we will resolve your login issues ASAP.

If you are assisting a consumer apply for assistance for the FIRST time you will assist them through the Eligibility Portal, which you access using your old username (@DCHL) and password. After these clients submit their first assisted application you will manage them through the Enrollment Portal, where you will manage all of your other clients. You access the Enrollment Portal using your email address and new password.

## DC Health Link Enrollment Events

We have several enrollment events in the near future. If you are interested in attending one of these events and expanding your client base please email [dchl.producer@dc.gov](mailto:dchl.producer@dc.gov) with the name and date of the event(s) you wish to attend. If you are multilingual, please include the languages you speak in your email.

The calendar of events can be found here:  
<https://dchealthlink.com/events>.

## Individual and Families Market Open Enrollment Starts November 1, 2015!

Individuals and Families start here:

<https://dchealthlink.com/individuals>

Please check out the new Individuals and Families Expert Guide:

<https://www.dchealthlink.com/sites/default/files/v2/unpublish/DCHealthLink-Individuals-and-Family-Expert-Guide.pdf>

**Plan Match:** Check out our new Plan Match tool for Individuals and Families

[www.checkbookhealth.org/hie/dc/2015/](http://www.checkbookhealth.org/hie/dc/2015/)

## Individual and Families Market Open Enrollment Ends January 31, 2016!