



## Updates



### **Behind the Scenes: Broker Webinar Series Returning This Spring**

We're thrilled to announce that our Broker webinar series will return this spring. These webinars provide an excellent opportunity to discuss the latest updates, system enhancements, and best practices for navigating our system. Look out for more information on this series soon!

### **Reporting Account Changes: Why It Matters and How to Do It**

If any of your information changes, you must inform us within 30 days. This includes changes to your name, business or employer address, licensure status, carrier appointments, markets served, or other contact information.

To report your changes, email [dchl.producer@dc.gov](mailto:dchl.producer@dc.gov) or use our [webform](#). Keeping your account up-to-date makes it easier for you to stay informed and ensures your contact information displays correctly on [DC Health Link's Get Free Expert Help page](#).

For more information on how to maintain your Broker registration, check out our [Broker Attestations page](#).

### **Stay in the Game: Keep Your Account Active**

For security reasons, federal regulations require certain user accounts to lock after 120 days of inactivity, including Broker accounts. If your account is locked and you need your access restored, email [dchl.producer@dc.gov](mailto:dchl.producer@dc.gov) or call the DC Health Link Contact Center at [\(855\) 532-5465](tel:855-532-5465) / TTY: 711. We recommend that you login to your account regularly to keep it active and avoid delays in assisting your clients.

### **Broker and General Agency Staff Logins**

Brokers and General Agencies (GAs) must login to their own DC Health Link accounts to manage client accounts. No one should ever share their login information with other staff. Doing so violates DC Health Link's privacy and security policies. For more information on how to set up and manage accounts, check out our [Creating a Broker or General Agency Staff Account](#) guide, available on the [Broker Tools page](#).

## Broker Escalations

For the quickest response to your inquiries and case escalations, please email [dchl.producer@dc.gov](mailto:dchl.producer@dc.gov) or call our Contact Center at [\(855\) 532-5465](tel:855-532-5465) / TTY: 711 for help. Do not reach out directly to an HBX staff member with these queries as it will delay response times.

### We Want to Hear from You!

If you have suggestions on discussion topics for Broker News or the webinar series, send them to [dchl.producer@dc.gov](mailto:dchl.producer@dc.gov).

## Enrollment Deadlines



Unsure of DC Health Link small business deadlines? Use this [tool](#) to enter a coverage effective date and get a list of important dates for new and renewing groups. You can even print the deadlines with the click of a button.

[SHOP DEADLINES TOOL](#)

## References and Resources



### Check out our Broker Tools

DC Health Link has guides for Brokers with step-by-step instructions.

[BROKER TOOLS](#)

### Missed the previous Broker News?

Visit our newsroom and catch up on previous editions of this newsletter.

[NEWSROOM](#)

**Trained Expert Relations**

DC Health Link  
1225 I Street, NW  
Suite 400  
Washington, DC 20005  
Contact Center: (855) 532-5465