

## Broker News - November 10, 2016

### DC Health Link Hours

DC Health Link and the Contact Center will be closed on Friday, November 11th in observance of Veteran's Day.

DC Health Link Contact Center will be open this weekend. They can be reached by calling 855-532-5465.

- Saturday, November 12th 10:00am - 5:00 pm
- Sunday, November 13th 10:00am - 6:00pm

### Enrollment Deadlines

#### [Small Business Marketplace](#)

##### Initial Groups

**December 1** Coverage Effective Date:

- November 1 — Last day to complete initial employer application
- November 10 — Last day of employee open enrollment period and invoice is sent by email
- November 15 — Last day to pay initial premium

**January 1** Coverage Effective Date:

- December 1 — Last day to complete initial employer application
- December 10 — Last day of employee open enrollment period and invoice is sent by email
- December 13 — Last day to pay initial premium

##### Renewal/Migration Groups

**December 1** Coverage Effective Date: **Deadlines extended**

- November 10 — Last day to complete employer renewal application
- November 15 — Last day of employee open enrollment period

- Premium Payments — Continue to pay monthly invoice as received by mail. Migrating groups will receive the first invoice after the close of employee open enrollment.

**January 1 Coverage Effective Date:**

- December 5 — Last day to complete employer renewal application
- December 13 — Last day of employee open enrollment period
- Premium Payments — Continue to pay monthly invoice as received by mail. Migrating groups will receive the first invoice after the close of employee open enrollment.

Individual & Family Marketplace

Coverage Start Date	Select Plan By
January 1, 2017	December 15, 2016
February 1, 2017	January 15, 2017
March 1, 2017	January 31, 2017

## Broker Webinar- No Webinar on November 15th

If you have suggestions for future webinars, please send them to [dchl.producer@dc.gov](mailto:dchl.producer@dc.gov).

## Emailing DC Health Link- Reference Codes

DC Health Link is in the process of automating our email services. When you receive responses after emailing [employer.hbx@dc.gov](mailto:employer.hbx@dc.gov) there will be a reference code in the subject line. Please leave the reference code in the subject line to allow all of your communication to be kept together so your issues can be resolved in a timely manner.

## Employee Open Enrollment Periods

DC Health Link recommends that employers and brokers leave employee open enrollment periods open as long as possible. The initial and renewal plan years provide default dates to give employees the most amount of time to make their plan selection after a group publishes the plan year. Groups do have the option to modify the end date of open enrollment prior to the posted

deadlines, however, concluding open enrollment prior to the deadline will not result in earlier transmission of files to the insurance companies by DC Health Link.

## Information for Groups Migrating to DC Health Link

Please review our migration overview to assist your groups renewing from their health insurance companies onto DC Health Link, <https://dchealthlink.com/shop-conversion>.

Join our broker mailing list by emailing [DCHL.Producer@dc.gov](mailto:DCHL.Producer@dc.gov).  
Need help? Check out our [walkthroughs and guides!](#)



Producer Relations Support Team  
DC Health Link  
1225 Eye St. NW Ste 400  
[DCHL.Producer@dc.gov](mailto:DCHL.Producer@dc.gov)  
Contact Center: 855-532-5465

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