

Broker News - December 8, 2017

Broker Webinar

Topic: Billing in Employer Accounts

When: Tuesday, December 12, 2017

Time: 1-2pm EST

Webinar Link: click on — [JOIN MEETING](#)

Phone Line: 1-650-479-3208

Webinar Meeting Number/Access Code: 852 470 382

System Issue Impacting Some Brokers

We have heard from several brokers about an issue they have experienced when they attempt to change or modify an individual's APTC. If you experience the following error message, please contact our call center at 855-532-5465 for assistance. Our technical team is currently working on a resolution.

An Application Error Has Occurred

Message List

- Error:ERROR: You do not have sufficient privileges to view this page

Webform Coming in 2018

In 2018, DC Health Link will launch a webform for brokers and GAs to communicate to DCHBX any questions that they have. This new process should further streamline case review and resolution. The webform will provide drop-down menus so you can specify the issues in your case, while also providing a free form textbox for further description. When the webform is launched, we will move away from using the dchl.producer@dc.gov inbox.

Change in 2018 SHOP Dental Carrier Plan Offerings

MetLife and Delta Dental have notified the DC Health Benefit Exchange Authority of their decision to cease new sales in the Small Business market as of January 1, 2018. To mitigate confusion and gaps in coverage among enrollees, DCHBX is finalizing an outreach strategy to engage employers and employees affected by this change. Timed around a group's renewal period, this phone and email campaign will look to provide consumers with tools and ample time to make informed decisions about their dental coverage options going forward.

Groups that decide to offer dental coverage through DC Health Link will continue to have the following products as options in Plan Year 2018: CareFirst's BlueDental Traditional (PPO) and BlueDental Preferred High (PPO), as well as Dominion's Select Plan Premium (HMO), Choice PPO Basic (PPO), and Choice PPO Premium (PPO).

Enrollment Deadlines

Individual & Family Marketplace

Open Enrollment for 2018 plans in the District of Columbia November 1, 2017 – January 31, 2018*

COVERAGE START DATE	SELECT A PLAN BY
January 1, 2018	December 15, 2017
February 1, 2018	January 15, 2018
March 1, 2018	January 31, 2018

*Note: Maryland and Virginia dates of Open Enrollment are November 1, 2017 - December 15, 2017

Small Business Marketplace

Initial Groups

January 1 Coverage Effective Date:

- December 10 — Last day of employee open enrollment period; invoices emailed to employers the next business day
- December 12 — Last day to pay initial premium

Renewal Groups

January 1 Coverage Effective Date:

- December 10 — 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 and also available online in employers' accounts.