



Broker News 3-16-2018

Broker Webinar

Topics: Webform Functionality

- Employee Terminations
- Timely Reporting for COBRA and Terminations

When: Tuesday, March 20, 2018
Time: 1-2pm EDT
Webinar Meeting Number/Access Code: 737 786 069
Phone Line: 1-855-479-3208

[Webinar Link](#)

Employer Invoices and Employee Terminations

As a reminder a terminated employee may take up to 2 months before an employee is removed from the employer's monthly invoice. If the employer was billed for charges after the employee's termination date, a credit will be applied to a future invoice.

Identified Network Display Issues on Some Health Plans

The CareFirst Plus plans that were reflecting incorrect network information are now displaying accurately on DCHealthLink.com. We are reaching out to impacted employers and employees to advise them of the issue and provide the opportunity to change plans. This issue was a result of inaccurate data received by DC Health Link from the plan.

Broker IT Working Group

We will be establishing a Broker-IT Working Group, to reach a consensus on three to five top IT development projects, that are relevant to the broker community when servicing small group clients on the DC Health Link platform.

Employer Reinstatements

Employers are terminated for non-payment after a two month grace period. After the termination is processed a termination notice is placed in the group's message inbox in their account and mailed to the address on file. Termination notices are also mailed to each employee whose coverage has been terminated.

The group has 31 days from the date on the notice to contact DC Health Link to request reinstatement and make payment of all outstanding and current charges (usually four or more months of premiums). The group should not make payment to DC Health Link for reinstatement without first confirming with DC Health Link the amount that needs to be paid. The payment to be reinstated should be made by calling 855-532-LINK or using our online payment portal at <https://www.e-billxpress.com/ebpp/DCHealthPay/>.

After payment is made in full, DC Health Link policy is to wait five (5) business days to ensure that payment is not returned. This waiting period will not be waived. After the five business days waiting period, DC Health Link will begin working on processing the reinstatement.

Please note that processing the reinstatement may take a week or more as it involves multiple steps for DC Health Link and the carriers. Once completed, DC Health Link will reach out to the employer and broker to confirm that the reinstatement has been completed. If a group fails to make full payment within the 30 days reinstatement window they will need to re-apply as a new group to obtain coverage through DC Health Link.

Enrollment Deadlines

Small Business Marketplace

Initial Groups

May 1 Coverage Effective Date

- April 1 — Last day to complete initial employer application
- April 10 — Last day of employee open enrollment period; invoices emailed to employers the next business day
- April 12 — Last day to pay initial premium

Renewal Groups

May 1 Coverage Effective Date

- April 5 — Last day to complete employer renewal application
- April 13 — Last day of employee open enrollment period

Premium Payments — Continue to pay monthly invoices as received by mail and also available online in employers' accounts

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Trained Expert Relations
DC Health Link
1225 Eye St. NW, Ste 400
Contact Center: 855-532-5465

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