



Updates



Maintaining Your Broker and General Agency Staff Roster

As a friendly reminder, federal regulations require that you suspend DC Health Link account access for staff members who've left your organization. You must suspend access promptly. To suspend access, follow these steps:

1. Login to your account.
2. In the Broker Agency Staff section, find the row with your former staff member's information. Select the 'trash can' icon in that same row, under the 'Remove Role' column.

Failure to update your staff roster or notify us of any changes can be considered a breach of DC Health Link privacy and security standards.

Role added successfully

Broker Agency : Broker Jane Inc.

EDIT BROKER AGENCY PROFILE

Legal Name	dba	Market Kind
Broker Jane Inc.		Both

Broker Agency Contacts

No Broker Agency Contacts found.

Office Locations

 2525 Elm St
 Washington, DC 20005

Broker Agency Staff

First Name	Last Name	Email	Phone	Status	Remove Role
Broker	Jane	BJane@aol.com	(202) 444-4444	Active Linked	
John	Doe	JohnDoe@aol.com		Active Linked	
Jordan	Baker	jordanbaker@test.com		Active Linked	

Add Broker Staff Role

Inactive DC Health Link Accounts

For security purposes, federal regulations require DC Health Link to disable certain user accounts – including Broker and General Agency accounts – after 120 days of inactivity. Before we lock an inactive account, we'll send a few notification emails to the email address listed on your account. Having a locked account does NOT deactivate your DC Health Link Broker registration. However, you won't be able to access your dashboard or client accounts. To unlock your account, you'll need to call the DC Health Link Contact Center at (855) 532-5465 / TTY: 711, or email us at dchl.producer@dc.gov. We recommend that you login to your account once every three months to ensure it remains active.

Broker Training Requirements

All Brokers and General Agencies and their staff must complete the following trainings:

- **DC Health Link Policy and Systems Use** every two years
 - Broker and General Agency leads do this training through the National Association of Health Underwriters
 - Broker and General Agency staff do this training on Learn.DCHealthLink.com

- **Privacy and Security training** every year on [Learn.DCHealthLink.com](https://www.learn.dchealthlink.com)

All staff must complete their training by the same deadline assigned to their sponsoring writing agent. As a courtesy, our team sends a reminder email to Brokers and General Agency leads at least 90 days before the deadline.

If any producers or their staff members don't complete training by the specified deadlines, we may suspend access to their DC Health Link account until it's completed.

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