



Updates



Next Quarterly Broker Webinar Session

DC Health Link will host the next session of our quarterly Broker webinar series in mid-January. Be sure to look out for an invitation!

Book-of-Business Transfer Requests

DC Health Link will not process book-of-business transfer requests (also known as 'block transfer requests') for Brokers or General Agencies (GAs), or one-off Broker or GA assignments. When changes in agency staffing occur, GAs or Brokers must notify employers and instruct them to select their new Broker directly from their DC Health Link employer accounts.

Additionally, GAs and Brokers may not contact carriers directly to process block transfer requests. This is because these updates won't be reflected in DC Health Link systems and can lead to commission issues.

Coverage for Dependent Children Over the Age of 26

A dependent child remains enrolled under their parent's policy until December 31 of the year they turn 26. The child's coverage will automatically end on that date.

A dependent child with disabilities can stay enrolled under their parent's policy at any age. If a disabled dependent over the age of 26 needs to be added to their parent's policy, call the DC Health Link Contact Center at [\(855\) 532-5465](tel:(855)532-5465) / TTY: 711 to submit this request. Employees, Brokers, and General Agents (GAs) cannot enroll disabled dependents over the age of 26.

For employees covered under the Small Business marketplace, the enrollment tile in their DC Health Link account won't display the enrollment for their disabled dependent over the age of 26. That's because DC Health Link staff must manually process these enrollments. However, the enrollment will appear on their employer's invoice.

Changes in Coverage Outside the 30-Day Reporting Window

Failure to report a qualifying life event (QLE) within 30 days of the event means an employee is no longer able to enroll in or make changes to their coverage on their own – the employee or their Broker must call DC Health Link at [\(855\) 532-5465](tel:(855)532-5465) / TTY: 711 to request a special enrollment period (SEP).

To report a QLE within 30 days, the employee or their Broker must go to the employee's DC Health Link account, find the 'Have Life Changes?' section on the right-hand side of the account homepage, select their QLE, and enter the QLE date. You cannot report a QLE before it takes place.

Employer Requesting Changes on Behalf of Employees

Employers cannot act as authorized representatives for their employees. This means employers cannot make or request changes to an employee's DC Health Link account, demographic information, or coverage – including changes to new enrollments – under any circumstances.

However, employers **can**:

- add new hires to their employer roster,
- terminate employees who no longer work for the employer from the roster, or
- initiate or terminate COBRA coverage.

Note: A Broker can act as an authorized representative in any of the situations listed above. However, a Broker **cannot** request changes to an employee's DC Health Link account login information or security questions as this violates DC Health Link's privacy and security guidelines. Employees must contact DC Health Link directly to request these changes.

Terminating SHOP Coverage for Deceased Employees

A Broker or GA cannot terminate a deceased employee's SHOP coverage. Brokers and GAs must submit these requests to DC Health Link. Only DC Health Link staff are authorized to process terminations for deceased employees.

Maintaining Your Broker and General Agency Staff Roster

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

1. Login to your DC Health Link account.
2. In the Broker Agency Staff section, find the row with your former staff member's information. Under the 'Remove Role' column, select the trash can icon in that row.

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

How Employers Can Select or Update Their Broker

Only an employer's registered point(s) of contact (POC) can select a Broker – or update their existing Broker – using the 'Brokers' tab in the POC's DC Health Link account. Individual & Family clients can select the 'Help Me Sign Up' button to select a Broker after they create their DC Health Link account.

Important: Brokers, General Agencies, and their staff are NOT allowed to assign themselves as a Broker or POC on an employer's DC Health Link account. Doing so is a

violation of DC Health Link's privacy and security policies. If an employer has questions on how to manage their Broker selections, you can refer them to our [guide](#).

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 / TTY: 711