



Updates



Next Quarterly Broker Webinar Session

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

Changing Default General Agency Assignments

We temporarily disabled DC Health Link functionalities allowing Brokers to:

- select a default GA for their entire book of business; or
- remove a default GA assignment for any new groups added by the Broker.

For now, Brokers must select or update a General Agency (GA) assignment for *each* of their SHOP group clients. If you're a Broker and need help updating a default GA assignment, email us at dchl.producer@dc.gov or call the DC Health Link Contact Center at [\(855\) 532-5465](tel:855-532-5465) / TTY: 711.

How to Correctly Update Customer Information

DCHealthLink.com is the record system for demographic and enrollment information on all DC Health Link customers. **All changes to a customer's demographic, enrollment, or employer information must be made within the customer's DC Health Link account.**

Changes made within a DC Health Link account automatically transmit to health insurance carriers' systems within 24 hours. However, it may still take 7-10 business days for carrier systems to process this information.

Never contact carriers directly to update DC Health Link customer information. Submitting these changes directly through carriers instead of customers' DC Health Link accounts can cause issues for customers accessing coverage or filing medical claims. It can also cause delays in processing Broker commissions.

Deadlines to Report SHOP Qualifying Life Events

Outside of onboarding as a new hire or an employer's open enrollment period, employees qualify for a [special enrollment period](#) (SEP) to enroll in or make changes to their coverage if they experience a qualifying life event (QLE), such as getting married or having a baby.

Important: In most cases, failure to report a QLE within 30 days of the event means the employee is no longer able to enroll in or make changes to their coverage – the employee or their Broker must call DC Health Link at [\(855\) 532-5465](tel:8555325465) / TTY: 711 to request a SEP.

To report a QLE, 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.

For more information on SEPs and their reporting requirements, go to [Small Business Marketplace Special Enrollment Periods](#).

Terminating COBRA Coverage

Employers are responsible for terminating their employees' COBRA coverage. They may also contact a Broker or GA to process the termination.

As a reminder, DC Health Link does not automatically terminate employees' COBRA coverage. We also recommend that employers work directly with their Brokers and tax or legal advisors in administering COBRA or DC Continuation Coverage.

Broker and General Agency Staff Logins

All Brokers and General Agency staff must create and maintain their own DC Health Link accounts to access and manage client accounts. Staff should NOT share login credentials with other staff as this violates DC Health Link's privacy and security policies. For more information on setting up and managing your DC Health Link account, check out our [Creating a Broker or General Agency Staff Account guide](#), available on our [Broker Tools page](#).

Uploading Documents Using Box

DC Health Link uses a web-based tool called Box to securely receive documents from Brokers and GAs that contain personally identifiable information (PII) and other sensitive information needed to resolve customer cases.

Remember to use this tool if you need to share documents containing PII. Email us at dchl.producer@dc.gov to:

- submit your request to use Box before uploading your documents; or
- request training on using and accessing Box.

Employee Information on Roster Best Practices

Here are some helpful reminders when you work with employers to create and update employee rosters:

- **Enter demographic information correctly into the employer's roster.** To enroll in SHOP coverage, the demographic information the employee enters (e.g. first name, last name, Social Security number, date of birth, etc.) must match the information the employer entered on the employee roster. When there's a data

mismatch, an employee won't be able to link their account to their employer's account and enroll in coverage. The employee will also see an error message when creating their account stating the information is incorrect. In these cases, check and update the employee's demographic information on the employer's roster.

- **Make sure you add an employee to the correct roster.** As a reminder, adding an employee to the wrong roster may expose their personally identifiable information (PII) to unauthorized parties. Double check to make sure you add employees to *their* employer's roster. To help reduce mistakes, DC Health Link now displays a message asking users to confirm they want to add a new employee to an employer's roster.

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](#)

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