



Updates



Updates on Recent System Issues

We recently fixed a bug preventing Broker and General Agency (GA) staff from updating demographic information under SHOP employee accounts. You should once again be able to update information using the 'Manage Family' page. If you encounter issues doing so, please report them to dchl.producer@dc.gov.

Meanwhile, there is an ongoing system issue that occurs when a SHOP employer group hires a Broker and that prevents the Broker's default GA from getting assigned to the group. As the DC Health Link IT team continues to work on fixing this issue, Brokers will need to manually assign their default GA to the group on their DC Health Link Broker portal.

How to Correctly Submit Changes to Customer Information

DCHealthLink.com is the record system for demographic and enrollment information on all DC Health Link customers. You must submit all demographic and enrollment information changes directly on dchealthlink.com, or call the DC Health Link Contact Center at [\(855\) 532-5465](tel:8555325465) / TTY: 711 for help. Once you make changes on dchealthlink.com, our system automatically transmits the updates directly to health insurance carriers' systems. **Never** contact health insurance carriers to update DC Health Link customer information. Submitting change of information requests directly through carriers can cause issues for customers filing medical claims or delays in processing Broker commissions.

Aetna Plans Will Be Discontinued in 2025

Aetna decided to withdraw from the small employer health insurance market in the District of Columbia and many other states across the nation. New groups will not be able to select Aetna coverage beginning January 1, 2025. For current groups, their Aetna plans stay the same until their current policy period ends. DC Health Link will reach out to employers, enrollees, and their Brokers prior to their renewals to help with options and avoid a break in coverage.

As you work with clients to set up their health benefits packages and enroll their employees, we ask that you help them consider their coverage options, given Aetna's pending discontinuation. For renewing groups with an Aetna reference plan and/or enrollees, they can choose health insurance plans from other carriers to avoid a break in coverage.

NEW HealthCare4ChildCare Appointment Booking Page

As of Monday, June 10, 2024, HealthCare4ChildCare has a new booking page. To book appointments or request help for HC4CC customers, go to dchealthlink.com/hc4cc-help.

Using Box to Upload Documents

DC Health Link now uses a web-based tool called Box to 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. Before uploading documents, you must submit your request to dchl.producer@dc.gov. If you need training on how to access and use Box, email us at dchl.producer@dc.gov.

Changes to SHOP Special Enrollment Periods

We made some recent changes to the special enrollment periods (SEP) available in the Small Business market:

- **The ‘Drop family member due to new eligibility’ SEP is no longer available.** Instead, SHOP customers should select the ‘Drop coverage due to new eligibility’ SEP to remove a dependent from their current coverage.
- **We added an ‘Are Pregnant’ SEP.** This new self-service SEP is now available to employees seeking to enroll in or make changes to their coverage because of pregnancy. Employees can choose a coverage start date of:
 - the first of the month during the same month the employee reports the pregnancy; or
 - the first of the month following the date of plan selection.

Deadlines to Report Qualifying Life Events

Outside of open enrollment, employees qualify for a SEP to enroll in or make changes to their coverage if they have a qualifying life event (QLE), such as getting married or having a baby. As a reminder, you **must** report a QLE within 30 days of the event and cannot do so in advance. To report a QLE, an employee (or their Broker) must login to the employee’s DC Health Link account and select their QLE under the ‘Have life changes?’ section. (You can find this section on the right-hand side of their DC Health Link account homepage.)

Failure to report a QLE within 30 days of the event means the customer is no longer able to enroll in or make changes to their coverage – they must call DC Health Link at (855) 532-5465 / TTY: 711 to request a SEP. Additionally, the failure to report a QLE within 30 days is NOT considered a system issue.

Linking SHOP Employees to Their Employer

To enroll in employer-sponsored coverage on the Small Business market, an employee’s demographic information (e.g. first name, last name, Social Security number, date of birth, etc.) must match what the employer entered on the employee roster. If any of the employee’s information is incorrect on the employee roster, the employee won’t be able to link their account to their employer nor enroll in coverage. Double check to make sure all demographic information entered on the employee roster is correct. **Failure to link an employee account because of incorrect information entered on the employee roster is NOT a system error.**

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

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