



Updates



Online Payment and New P.O. Box Address for Checks

Please help us encourage small business customers to pay their premiums online. Some benefits of online pay include 24/7 online access, easy and secure payment, and reduced paperwork. Check out [our guide](#) on to make a one-time online payment or set up autopay. If your Small Business (SHOP) clients can only make payment by check, please let them know we have a new P.O. Box address:

DC Government Health Benefit Exchange
P.O. Box 717023
Philadelphia, PA 19171-7023

2024 Changes to HealthCare4ChildCare

Starting in 2024, Office of the Superintendent of Education (OSSE)-licensed child development centers and homes and their staff can enroll in gold standard plans. Gold health plans have lower deductibles and out-of-pocket costs, meaning your clients will save more. Additionally, employers now have the option to cover both DC residents and non-residents in their group plan. For details, please contact HC4CC staff at HealthCare4ChildCare@dc.gov.

Using the Broker Quoting Tool for HC4CC-Eligible Groups

We updated our Broker quoting tool (BQT) to generate quotes showing [HealthCare4ChildCare](#) (HC4CC) premium discounts. If you're working with a HC4CC-eligible group and need more information on using the BQT, please contact HC4CC staff at HealthCare4ChildCare@dc.gov.

SHOP Flexible Enrollment Options Ended in 2024

DC Health Link offered flexible enrollment options for 2020-2023 plan years. This allowed small business to offer coverage through DC Health Link, even if they didn't meet the following minimum contribution and eligibility requirements:

- Fifty percent minimum employer contribution toward employee premium

- Minimum participation (meaning either enrolling in DC Health Link coverage or waiving coverage because they have other qualified coverage) by two-thirds of eligible employees

This flexibility ended on December 31, 2023. When you are working with a group renewing coverage, you can help them modify their benefit packages to meet these requirements. If you need assistance, please contact us at [\(855\) 532-5465](tel:8555325465) / TTY: 711. We'll work with you and your client to guide them.

Note: Groups with a January 1 start date don't have to meet the minimum contribution or participation requirements. They must continue to meet all [other requirements](#).

Updates to DC Health Link Broker Account Functionalities

We recently released changes to default General Agency (GA) functionalities in DC Health Link Broker accounts. Below is a refresher.

- **UPDATED Selecting a Default GA:** Now when a Broker selects a default GA, doing so changes GA assignments for the Broker's **entire** book of business as well as for any new groups the Broker adds later. If needed, Brokers who work with multiple GAs can still manually select a different GA for individual groups.
- **Clearing a Default GA:** If you select the 'Clear Default GA' button, a 'Clear Default GA Confirmation' pop-up will appear. The Broker will need to select the ARE YOU SURE? button to clear the 'default' status previously selected for the GA – it does not impact existing group assignments for other GAs associated with the Broker. Once the Broker selects the ARE YOU SURE? button, a default GA is no longer linked to any **new** groups added by the Broker. Instead, the Broker will need to actively assign a GA to any new groups.

Sharing Documents with DC Health Link

As part of DC Health Link's latest file sharing process, **do not include attachments in your email or webform.**

To submit a case or inquiry, email us at dchl.producer@dc.gov or submit a contact form. You'll receive an automated email with the customer service log (CSL) number.

Important: Most cases do not require documentation. If documents are needed to process the request, you'll receive instructions on how to upload them to a secure Box location.

Broker and General Agency Training Requirements

If you received a notice to complete DC Health Link's trainings, please do so by the deadline listed in the notice to avoid DC Health Link account suspension. 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 hosted by the National Association of Benefits and Insurance Professionals (NABIP)
- Broker and General Agency staff do this training on [Learn.DCHealthLink.com](https://www.learn.dchealthlink.com)
- **DC Health Link Privacy and Security every year on [Learn.DCHealthLink.com](https://www.learn.dchealthlink.com)**

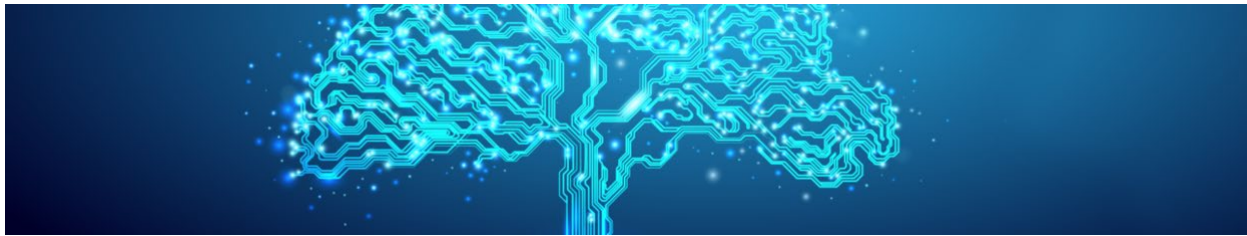
Enrollment Deadlines



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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