



Broker News Special Edition #1

[Webform is here](#)

The webform on the Get Help page we previewed on the Broker webinar last month is here! This new feature will help you interact with DC Health Link in a more efficient manner. There are different options for each line of business you may need to reach out to us about: Small Business Employer, Broker, etc. Please click below to see it in action!

[Webform](#)

[Health Plan Corrections](#)

As a reminder the only CareFirst products that have nationwide networks are the Advantage and BluePreferred plans. We are aware of discrepancies within our plan shopping displays and are working quickly to resolve. Impacted enrollees will be notified of this correction once the change are made, and they will be granted the opportunity to reselect plans if so desired.

[BlueFund vs. Compatible](#)

As many of you may know, CareFirst made some changes to how they administer BenefitWallet benefits to HSA-eligible products beginning in the 2017 Plan Year. Due to consumer confusion around this offering, CareFirst granted all migration groups an exception allowing them to keep the BenefitWallet options regardless of HSA plan selection through the 2017 plan year. However now that all groups have had a traditional DC Health Link renewal, the exception window has closed. For Plan Year 2018, groups looking to take advantage of the carrier's BenefitWallet program must select a CareFirst HSA plan with "BlueFund" included in the plan

name.

New Notice Notifications

As a result of the increase demand for improved efficiency on notices when a broker has been added or removed from a client, we will be rolling out functionality in the upcoming weeks to provide these details. These notices will be placed in your agency secure email box found when accessing your portal.

Employer Reinstatements

Employers are terminated for non-payment after a two month grace period. After the termination is processed a termination notice is placed in the group's message inbox in their account and mailed to the address on file. Termination notices are also mailed to each employee whose coverage has been terminated.

The group has 30 days from the date on the notice to contact DC Health Link to request reinstatement and make payment of all outstanding and current charges (usually four or more months of premiums). The group should not make payment to DC Health Link for reinstatement without first confirming with DC Health Link the amount that needs to be paid. The payment to be reinstated should be made by calling 855-532-LINK or using our online payment portal at <https://www.e-billexpress.com/ebpp/DCHealthPay/>.

After payment is made in full, DC Health Link policy is to wait five (5) business days to ensure that payment is not returned. This waiting period will not be waived. After the 5 business days waiting period, DC Health Link will begin working on processing the reinstatement.

Please note that processing the reinstatement may take a week or more as it involves multiple steps for DC Health Link and the carriers. Once completed, DC Health Link will reach out to the employer and broker to confirm that the reinstatement has been completed. If a group fails to make full payment within the 30 days reinstatement window they will need to re-apply as a new group to obtain coverage through DC Health Link.

Reminder to log in to your account

Please remember to log in to your DC Health Link Broker account at least once every 90 days to avoid deactivation.

Enrollment Deadlines

Small Business Marketplace

Initial Groups

April 1 Coverage Effective Date

- March 1 — Last day to complete initial employer application
- March 10 — Last day of employee open enrollment period; invoices emailed to employers the next business day
- March 13 — Last day to pay initial premium

Renewal Groups

April 1 Coverage Effective Date:

- March 5 — Last day to complete employer renewal application
- March 13 — Last day of employee open enrollment period

Premium Payments — Continue to pay monthly invoice as received by mail and also available online in employers' accounts

[LEARN MORE](#)