Updates

Questions on COBRA

We'd like to remind you that we cannot provide guidance regarding employer responsibilities or requirements under COBRA or DC Continuation laws. For example, we cannot tell you whether an employee is eligible for COBRA or for how long. Questions should be referred to your client or, if applicable, the third party administering your client's COBRA or DC Continuation Coverage.

New Broker and General Agency Staff Logins

Staff members are now able to manage clients by signing into DC Health Link using their own accounts. For more on how to set up and manage these accounts, review our Broker and General Agency Staff Role guide, available on the Broker Tools page starting January 15.

Guide for Required Trainings

We've created a Broker and General Agency Training guide to help you easily access and navigate required training courses. The guide includes enrollment keys you will need to enter to access each course. As we laid out in our October 2019 newsletter:

- All Brokers and staff members with DC Health Link accounts need to complete the Privacy and Security Training annually
- Broker staff must complete the System Training every 2 years
- Brokers must complete the Policy Training (hosted by NAHU) every 2 years

The guide will be available on the Broker Tools page starting January 15.

Partial Online Payments in SHOP

Last year, we introduced a new feature allowing employers to set up auto-payment on DC Health Link. We have a new guide walking small business owners through the process of making a partial payment ahead of a regularly scheduled auto-payment. This is often necessary when Brokers, employers, or employees add someone to their coverage (e.g. a dependent) mid-plan year. Groups must make their payment by 8pm on bank business days for it to post to their account the same day.

New Online Resources

We've created a guide to help you easily access new informational pages on DC Health Link. These pages include interactive tools, animated videos, and consumer-friendly explanations. Be sure to check it out!

New HRA Rule in Effect

A new rule went into effect January 1 allowing employees to use Health Reimbursement Arrangements (HRAs) to buy health insurance on the Individual & Family market. We created a series of new pages to help both employers and employees determine if using HRAs to buy health coverage makes sense for them:

- General HRA Info
- HRA Affordability Tool (for Employees)

We're working on additional tools and training and will let you know once these are ready.

Enhanced Broker Quoting Tool

We know time is of the essence when recruiting new clients, and providing accurate quotes is a key part of this process. The enhanced Broker Quoting Tool (BQT) allows you to generate quotes and easily share them with clients. Improvements include:

- Additional demographic information on primary subscribers and their dependents on the roster
- General Agencies can access the BQT through their DC Health Link accounts

For more on how to use the new BQT, review our Broker Quoting Tool guide, available on the Broker Tools page starting January 15.

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