

Broker Certification and Recertification Guide



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Broker Certification and Recertification Guide

This guide is for Brokers and their staff. It explains the certification requirements and process for Brokers who want to sell insurance products through DC Health Link.

Requirements for DC Health Link Certified Brokers

If you're registering as a DC Health Link certified Broker or recertifying, you must:

- Hold an active DC resident or non-resident health insurance producer license that's in good standing;
- Have appointments with all licensed Carriers offering plans in the market(s) in which you plan to sell; and
- Complete the following DC Health Link training courses:
 - Policy and Systems Use
 - Privacy and Security

Carrier Appointments

Depending on the market in which you intend to sell, Brokers must have appointments with the following entities:

Market(s)	Required Appointments
Individual & Family market	<p>CareFirst</p> <ul style="list-style-type: none"> • CareFirst BlueChoice, Inc. • Group Hospitalization and Medical Services, Inc. <p>Kaiser Permanente</p> <ul style="list-style-type: none"> • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

Small Business market	<p>All required appointments for the Individual & Family market, plus:</p> <p>UnitedHealthcare</p> <ul style="list-style-type: none"> • Optimum Choice, Inc. • UnitedHealthcare of the Mid-Atlantic, Inc. • UnitedHealthcare Insurance Company
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The DC Health Benefit Exchange Authority’s (DCHBX) Executive Board approved this requirement in the [July 11, 2013 Executive Board resolution](#). You can read the Producer Advisory Committee’s recommendations in the [July 2013 committee report](#) for additional information.

You can verify your Carrier appointments using the National Association of Insurance Commissioners’ [license lookup directory](#).

Dental Carrier Appointments

Brokers need appointments with dental Carriers to get commissions for dental plan sales, but do not need to have appointments to assist clients enrolling in dental coverage on DC Health Link.

Here’s how to obtain an appointment for each of the dental Carriers on DC Health Link:

Dental Carrier	Appointment Method
Best Life	Complete the Best Life online form .
Delta Dental	Brokers should follow the steps on the Delta Dental website .
Dominion	Request a Dominion producer kit by calling the Group Service Center at (877) 559-9624 or emailing gsc@DominionNational.com .
CareFirst	Brokers who have appointments with the medical Carrier don’t need to obtain a dental appointment.

First-Time Registration

To register as a DC Health Link certified Broker for the first time, you must complete the following steps:

Step 1: Obtain appointments with all licensed Carriers offering plans in the markets in which you intend to sell.

Step 2: Submit a Broker registration application through DC Health Link. Go to dchealthlink.com, select 'Brokers,' and then select 'Register.'

DC Health Link will review your application, confirm that your producer license is current, and confirm you have all the required Carrier appointments. This takes 7–10 business days. We will email you with the results of our review. Once you've satisfied all the requirements, we will send you a training link.

Ⓟ Important: Before submitting your application, read [DCHBX's Statement of Producer Attestations for Work](#). When you submit your application to us, you are attesting that you will comply with the full list of requirements and professional standards set forth in the attestations page.

Ⓟ Important: If a client needs assistance while your Broker registration is pending, email us at dchl.producer@dc.gov with the client's name and a description of the issue they're experiencing. This ensures we're able to promptly resolve your client's issues.

Step 3: Complete the DC Health Link Policy and Systems Use and Privacy and Security courses. Once you've met all requirements, we will send you an email from noreply@dchealthlink.com with information on how to access your Broker portal.

Recertification

DC Health Link certifies Brokers for two years. To recertify, you must continue to hold an active producer license, have active appointments with all licensed Carriers offering plans in the market(s) in which you sell, continue to comply with [DCHBX's Statement of Producer Attestations for Work](#), and complete recertification training.

For a list of all the required Carrier appointments, review the [Carrier Appointments section](#).

Recertification Training Courses

You'll need to complete the following trainings:

Training	Frequency
Privacy and Security	Every year
Policy and Systems	Every two years

Recertification Notification

DC Health Link will send you an email 3 months before your certification expires. This email includes links to recertification training courses, instructions and what to do once you're done.

Once we verify that you've completed your certification requirements, we'll send you an email with your new recertification date.

Contact and Additional Information

Still have questions? Call DC Health Link at (855) 532-5465 / TTY: 711 or email dchl.producer@dc.gov.

Last Updated: 8/07/2024 4:00:00 PM