

General Agency Application Guide



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General Agency Certification Guide

This guide is for General Agencies (GA) and their staff. It explains the certification requirements and process for General Agencies who wish to assist DC Health Link approved brokers to sell insurance products through DC Health Link.

Requirements for DC Health Link Certified General Agencies

If you're registering as a DC Health Link General Agency, you must:

- Hold an active DC resident or non-resident health insurance producer license that's in good standing; and meets the DC Department of Insurance, Securities and Banking (DISB) Bond and E & O Policy requirements. For further information, please visit disb.dc.gov
- Have an office location within 75 miles of DC Health Link headquarters (1225 Eye Street NW, Washington DC 20005)
- Have appointments with all licensed Carriers offering plans on the DC Exchange and
- Complete the following DC Health Link training courses:
 - Policy and Systems Use
 - Privacy and Security

Carrier Appointments

Required Appointments
<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.

[UnitedHealthcare](#)

- Optimum Choice, Inc.
- UnitedHealthcare of the Mid-Atlantic, Inc.
- UnitedHealthcare Insurance Company

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

Dental Carrier Appointments

General Agencies need appointments with dental Carriers to get commissions for dental plan sales, and need to be appointed by all dental carriers offering 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 separate dental appointment.


First-Time Registration


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

Step 1: Obtain appointments with all licensed Carriers offering plans on the DC Exchange.

Step 2: Submit a General Agency 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 General Agency portal.

Recertification

DC Health Link certifies General Agents and their staff 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 and staff with roles in the DC Health Link system need to complete the following training.:

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.