



Checklist for Migrating Employers

Steps	Instructions
1. Create your employer account on DCHealthLink.com.	<p>Go to DCHealthLink.com, select “Get Started” under Small Business</p> <p> If you login and no plan year or employees are displayed, please stop and contact our Small Business Support Team at employer.hbx@dc.gov for assistance.</p>
2. Click “Update Business Info” in your employer account to verify your business information.	<p>Verify the following information about your business:</p> <ul style="list-style-type: none"> ○ FEIN ○ Business address(es) ○ Legal Name <p>If you would like to provide additional staff members with access to your employer account, follow these instructions.</p>
3. Click “Brokers” to verify your current broker.	<p>Verify that your current broker is displayed. Your broker has access to assist you with any of the following steps through their own broker portal.</p> <p>If you need to assign or update your broker, follow these instructions.</p>
4. Click “Employees” to verify your eligible employees.	<p>Verify or update the following about your employees eligible for health insurance:</p> <ul style="list-style-type: none"> ○ Demographic information for each employee. <ul style="list-style-type: none"> ○ If the SSN or DOB is listed incorrectly, please contact employer.hbx@dc.gov. ○ Add any employee who is not listed by clicking “Add New Employee.” ○ Terminate any employee who should not be listed by clicking the trashcan icon. <p>If any employees are enrolled under COBRA/continuation coverage, please contact employer.hbx@dc.gov once the plan year is published.</p>
5. Click “Benefits” then “Edit Plan Year” to review your plan options for the upcoming plan year.	<p>By default, your renewal plan year is setup to match your current plan offerings as closely as possible based on the information provided by your current health insurance company:</p> <ul style="list-style-type: none"> ○ Plan offerings ○ Reference plan <p>Some information was not provided by the health insurance company so please review carefully:</p> <ul style="list-style-type: none"> ○ New hire eligibility rule ○ Employer contributions <p>Review your options, make any changes, and click Save.</p> <p> Your plan is not final and employees cannot begin enrolling until you complete Step 6.</p>
6. Click “Benefits” then “Publish Plan Year” to finalize your plan offerings and allow employees to begin enrolling.	<p>Once you have finalized your plan offerings, click “Publish Plan Year.” Once published, all plan offerings are final.</p> <p>Employees can begin plan shopping after you publish your plan year.</p>

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7. Click “View Enrollment Report” to monitor employee plan shopping activity during open enrollment.

The Enrollment Report will show you the plan selection for each employee on the roster.

- Employees currently enrolled with the health insurance company will be automatically-renewed into the current plan listed if they take no action during open enrollment.
- Employees who want to make a plan selection, can create an account by following [these instructions](#) and review their plan options.

The broker has access to any employee’s account that is listed as “Employee Role Linked” on the Employee Roster and may be able to assist with employee plan selections.

FAQs

Q. I published my plan year but I don’t see any plan selections for my employees on the enrollment report. Why are my employees not enrolled?

A. There could be several reasons why your employees may not appear on the enrollment report

1. Your employee open enrollment period may not have started yet; OR
2. The auto-renewal is not available due to one of the following reasons:
 - a. Your employee’s current plan is no longer offered by the carrier for the upcoming plan year
 - b. The employer’s plan offerings changed (e.g. all plans from a carrier to one single plan) and therefore, the employee’s current plan is no longer offered by the employer
 - c. Enrollment data for your employee was not provided by the health insurance company

The employees (or your broker, acting on their behalf) need to make an active plan selection through their employee portal.

Q. Why can’t my broker access one of my employee’s accounts? The employee is listed as “Eligible” on the roster.

A. Your broker has access to any employee’s account that is listed as “Employee Role Linked” on the employee roster. An employee is listed as “Employee Role Linked” by either creating their own employee account and matching their personal information to the employer’s roster or as part of the initial account setup coordinated by DC Health Link and your current health insurance company. Any employee with the status of “Eligible” will need to create an account and match their personal information to the employer’s roster before the broker has access to the employee’s account to assist or complete activities on behalf of the employees.

Q. How do I terminate an employee’s coverage prior to their coverage starting on DC Health Link?

A. To remove a terminated employee from your roster, click on the trashcan icon next to their name on the roster. If the employee was terminated over 60 days ago, enter the latest date available prior to your DC Health Link coverage start date. If you wish to terminate an employee’s coverage and your plan year has not started through DC Health Link, you will need to follow-up directly with your current health insurance company.

Q. I have a new employee who needs to enroll before my DC Health Link coverage begins. How do I enroll them?

A. If the employee’s coverage effective date is before your plan year begins on DC Health Link, contact your current health insurance company to enroll the employee in the current plan year and then add the employee to your roster so the employee can enroll as part of your open enrollment period through DC Health Link for the upcoming plan year.

If you have any questions or experience any issues, contact DC Health Link at (855) 532-5465.