Initial Employee Application

This section reviews the process for a new employee to create their account.



Call Customer Service (855) 532-5465 🕿 HOME TRANSLATE BROKERS ASSISTERS ABOUT US FORMS SEARCH GET HELP

Individual & Family Small Business Employee Login Create Account

What kind of health insurance do you need?



New employees will go to DCHealthlink.com and select "get started" under employee

| Signing up for emplo | over-sponsored health inst | surance is an easy 3- |
|--|---|---|
| Signing up for empre | step process | surance is an easy 5 |
| STEP 1 Tell us about yourself | STEP 2 Compare plans and choose | STEP 3 Confirm and Enroll |
| First, you'll create an account. Then we'll need some personal information to verify your employer. After that, you'll tell us who needs coverage. Just you, or you and your family. | Learn more about the health insurance your company offers and how much they contribute towards your premiums. If your company offers more than one plan, you can compare plans before you choose. | Once you choose a plan, confirm that your personal information is correct and includes the members of your household who should be covered by your plan. Then enroll. |
| | CONTINUE | |

Select continue to understand your options.



Welcome to the District's Health Insurance Marketplace

| CALL | CUSTOM | ER SERVICE |
|------|--------|------------|
| L1- | 855-5 | 32-5465 |

| Create account | |
|---------------------------------|--|
| Email | |
| Password (8 characters minimum) | |
| Password confirmation | |
| CREATE ACCOUNT Sign In | |

The employee should enter their email address and create a password. Passwords must include 8 or more characters, 1 upper case, 1 lower case, and a special character. Then click "create account".



Fill out the indicated personal information in order to match to your employer. Click "Continue".



You will be matched to your employer and you will have the option of enrolling in employer-sponsored benefits or individual benefits.

| | I'm an Employee | CALL CUSTOMER SERVICE | MY INSURED PORTAL HELP LOGOUT My ID: 39103811 Audrey Griswold |
|---|---|-----------------------|---|
| Employer : Ed Club Hired : 03/03/2005 Eligible for Coverage : 02/01 | Not your en | nployer? Click Here | Household Plan Selection Review |
| NEW ADDRESS | Home Address | | Complete |
| ADDRESS LINE 1 * 162 1st Street | ADDRESS LINE 2 | | CONTINUE |
| CITY* Washington | DC The Television State | | |
| HOME PHONE | MOBILE PHONE | | SAVE & EAT |
| WORK PHONE | FAX PHONE | | |
| Home Email Address * audrey@yopmail.com | Work Email Address | | |
| Please indicate preferred m | ethod to receive notices (OPTIONAL) | | |
| Only Paper communication | 👻 English | * | |
| L | | | |

Fill out missing information and click continue



To add a family member to your employer sponsored coverage, select "Add Member". If you are not adding a family member to your employer sponsored coverage, select "continue"

Choose Coverage for your Household

Select who needs coverage and the type of coverage needed. When you're finished, select CONTINUE.

Effective Date: 04/01/2018

| Marta Smith (Age : 38 years) |
|--|
| Employer |
| Apollo test |
| |
| Benefit Type |
| |
| Health |
| Health Dental |
| Health Dental |

If shopping for family members, please make sure that you indicate which members to include by selecting or unchecking the checkbox next to their name. Click "Continue" to proceed to plan shopping or "Back to my account" to go to the account home page.

Choose Plan

Find a quality, affordable health insurance plan that's right for you, or for you and your family. Use 'Filter Results', 'Compare' and 'Details' features to narrow your choices. When you find the plan you want, 'Select Plan'.



60% Complete

Personal Info

Employer

Contact Info Household

All the plans offered by your employer will be listed on this page. You can filter by Metal level, Plan type, Network, Carrier, HSA Eligibility, Premium Amount, and Deductible Amount. When an employee is ready to make their plan selection, click "Select Plan".

Alternately, to waive coverage, click "Waive Coverage" on the right side of the screen and select the appropriate reason from the drop down menu.



Confirm Your Plan Selection

Please review your current plan selection. Select PREVIOUS if you want to change your plan selection. When you're satisfied with your plan, carefully review and acknowledge the Agreement below along with the Terms and Conditions. You must also provide an electronic signature at the bottom of the page. When you're finished, select CONFIRM to submit your enrollment to your insurance company. You don't have to pay today.

Apollo test Kaiser KP DC Platinum 500/20/Dental/Ped Dental Benefit: health Metal Level : Platinum Market: Employer Sponsored

75% Complete



CONFIRM

| Name | Relationship | Age | Premium | Employer Contribution | You Pay | Waive Coverage |
|-------------|--------------|--------|-------------|--------------------------|------------|----------------|
| Marta Smith | self | 38 | \$384.73 | \$236.08 | \$148.65 | PREVIOUS |
| | | TOTALS | \$384.73 | \$236.08 | \$148.65 | SAVE & EXIT |
| | | | Your covera | age start date : | 04/01/2018 | |

Review the information listed, then select confirm.



This is the confirmation page once an employee has submitted their plan selection. Select "continue" to be redirected to your employee homepage







On the employee's homepage, you will see your enrollment summary tile. Information included here includes the coverage effective date, the date the plan was selected, and the plan name. If your employer offers dental coverage, please select shop for plans to review the dental options available to you.

Choose Coverage for your Household

Select who needs coverage and the type of coverage needed. When you're finished, select CONTINUE.

Effective Date: 04/01/2018

| Who | Needs Coverage? |
|-----|------------------------------|
| * | Marta Smith (Age : 38 years) |
| Emp | bloyer |
| | Apollo test |
| Ben | efit Type |
| 0 | Health |

What would you like to do?

SHOP FOR NEW PLAN

Dental

Select dental under benefit type

33% Complete





COVERAGE FOR: Marta Smith PLANS: 2 EFFECTIVE DATE: 04/01/2018



Choose Plan

Find a quality, affordable health insurance plan that's right for you, or for you and your family. Use 'Filter Results', 'Compare' and 'Details' features to narrow your choices. When you find the plan you want, 'Select Plan'.

Find Your Doctor Sort By Plan Name Premium Amount Deductible Carrier Carehirst 🚭 BlueDental Preferred High \$28.30 **Filter Results** CareFirst /Month TYPE LEVEL NETWORK DEDUCTIBLE Plan Type 🟮 PPO High Nationwide \$60 HMO Plan Summary Compare Select Plan See Details PPO POS Carefirst 🚭 🛛 BlueDental Traditional \$32.01 CareFirst /Month Network 🕄 TYPE LEVEL NETWORK DEDUCTIBLE Nationwide PPO High Nationwide \$60 DC-Metro Plan Summary Compare Select Plan See Details

All dental plans offered by your employer will be listed on this page. You can filter by Metal level, Plan type, Carrier, Premium Amount, and Deductible Amount. When an employee is ready to make their plan selection, click "Select Plan".

Alternately, to waive coverage, click "Waive Coverage" on the right side of the screen and select the appropriate reason from the drop down menu.

33% Complete

Plan Selection

Waive Coverage

Review

Complete

О



CALL CUSTOMER SERVICE 1-855-532-5465

STEP 1 Tell us about yourself

STEP 2 Compare plans and choose STEP 3 Enroll

Confirm Your Plan Selection

Please review your current plan selection. Select PREVIOUS if you want to change your plan selection. When you're satisfied with your plan, carefully review and acknowledge the Agreement below along with the Terms and Conditions. You must also provide an electronic signature at the bottom of the page. When you're finished, select CONFIRM to submit your enrollment to your insurance company. You don't have to pay today.

Apollo test CareFirst BlueDental Preferred High Benefit: dental Metal Level : High Market: Employer Sponsored

| Name | Relationship | Age | Premium | Employer Contribution | You Pay |
|-------------|--------------|--------|------------|--------------------------|------------|
| Marta Smith | self | 38 | \$28.30 | \$0.00 | \$28.30 |
| | | TOTALS | \$28.30 | \$0.00 | \$28.30 |
| | | | Your cover | age start date : | 04/01/2018 |

Review the information listed, then select Confirm.

66% Complete



PREVIOUS



Review the information listed, then select Continue.



On the employee's homepage, you will see two enrollment tiles: one for health and the other for dental.

Reporting Qualifying Life Events (QLEs)

This section will review how to report qualifying life events within an employee's account.





I'm an Employee

CALL CUSTOMER SERVICE



An employee's account will display their current plan selection in the top tile. This is indicated by the "coverage selected" showing. To report a qualifying life event, please use the box on the right side titled "Have life changes?" For this example, we will use "Had a baby."



After clicking "Had a baby," a box will appear where you can enter the date of birth. Qualifying life events must be reported within 30 days of the event and cannot be reported in advance. After you enter the date of birth, click "Continue."



Carrier Contact Info

Summary of Benefits

A text box will appear saying "Based on the information you entered, you may be eligible to enroll now but there is limited time." Click "Continue".

Make Changes

VIEW DETAILS

000



Click "Add Member" to add the newborn's information to the account.

| DEHEALTH | I'm an Emp | loyee | | CALL CUSTOMER SE | 465 | MY INSURED PORTAL HELP LOGOUT My ID: 19762485 Josh Snider |
|---|--|------------------------|-------------------------------------|------------------|-----|--|
| STEP 1 Tell us about y | ourself | STEP Com | 2 pare plans and choose | | B | STEP 3 Enroll |
| Had a baby, on: 0 | 02/17/2016 | | | | | 25% Complete |
| Household Please enter the Inform Member' at the bottom | Info: Family nation requested below n of the page. | Membe | E rs finished, select 'Co | nfirm | | Household Plan Selection Review Complete |
| NAME Josh Snider | | RELATION Self | | - required field | | |
| FIRST NAME Baby | MIDDLE NAME | | LAST NAME Snider | din . | | |
| DATE OF BIRTH 11/25/2015 | SOCIAL SECURITY | Child | GENDER Male | | | |
| FIRST NAME Josh | MIDDLE NAME | | LAST NAME Wife | æ | | |
| DATE OF BIRTH 04/03/1970 | SOCIAL SECURITY 312-32-1233 | RELATIONSHIP Spouse | GENDER Female | | | |
| FIRST NAME * Sarah | MIDDLE NAME | | LAST NAME * Child | \times | | |
| DATE OF BIRTH * 02/17/2016 SOCIAL | SECURITY 🗹 I don't have an | SSN Child | - O MALE | FEMALE | | |
| Cancel | | | CONFIR | M MEMBER | | |

Please fill out the required fields, including name, date of birth, relationship, and gender. If you do not have the social security number, check the "I don't' have an SSN". Social security numbers are not required for dependents. Once the information has been entered, click "Confirm Member".



To add more family members, click "Add Member" and proceed through the steps as just discussed. When all family members have been added, click "Continue" to proceed to plan shopping.

| I'm an Employee | CALL CUSTOMER SER • 1-855-532-54 | MY INSURED PORTAL HELP LOGOUT My ID: 19762485 Josh Snider |
|---|--------------------------------------|--|
| STEP 1 Tell us about yourself | STEP 2 Compare plans and choose | STEP 3 Enroll |
| Choose Coverage for your | Household | 50% Complete |
| Select who needs coverage and the type of coverage r CONTINUE. | needed. When you're finished, select | Plan Selection |
| Who Needs Coverage? | | Complete |
| ✓ Josh Snider (Age : 33 years) | | |
| Baby Snider (Age : 0 years) | | |
| Josh Wife (Age : 45 years) | | |
| Sarah Child (Age : 0 years) | | |
| Benefit Type | | |
| Health | | |
| What would you like to do? | | |
| Back to my account | | |

Confirm that all desired family members are selected and click "Shop for new plan". If the employee would like to remove a dependent from coverage, unselect the box next to the dependent's name

| DE HEALTH | I'm an Employee | CALL CUSTOMER SERVICE | MY INSURED PORTAL HELP LOGOUT My ID: 19762485 Josh Snider |
|---|---|-----------------------------------|--|
| STEP 1 Tell us about you | rself STEP 2 Compare plans and che | Doose D | STEP 3 Enroll |
| Choose Plan | | | 33% Complete |
| Find a quality, affordable Use 'Filter Results', 'Com the plan you want, 'Selec | health insurance plan that's right for you, or for you pare' and 'Details' features to narrow your choices. V t Plan'. | and your family. Vhen you find | Plan Selection Review Complete |
| COVERAGE FOR Josh Snider (em | ployee) + 3 dependent(s) Employer: Chloe Berger PLANS: 52 | | Waive Coverage |
| Filter Results | Sort By Plan Name Premium Amount Deductible Ca | rrier | |
| Plan Type 3 HMO PPO PO | YOUR CURRENT 2016 PLAN UnitedHealtheare UHC Navigate HSA HMO Gold 1300 United Health Care | \$205.44 /Month | |
| | HMO O Gold DC-Metro \$1,300 | | |
| Network 🕄 | Compare Summary of Benefits and Coverage Details | Select Plan | |
| Carrier ⁽³⁾ | KP DC Gold State 1500/10/HSA/Dental/Ped Dental Kaiser TYPE LEVEL NETWORK DEDUCTIBLE HMO Gold Nationwide \$1,500 | \$202.61 /Month | |
| | Compare Summary of Benefits and Coverage | Select Plan | |
| All | UHC Core Essential HSA HMO Gold 1300 United Health Care | \$230.82 /Month | |
| Premium Amount 🕄 | TYPE LEVEL NETWORK DEDUCTIBLE | | |
| 0 To 1000 | Compare Summary of Benefits and Coverage Details | Select Plan | |
| Deductible Amount | Carefirst 💵 BlueChoice HMO Referral Gold | \$234.43 | |
| APPLY Reset | CareFirst TYPE LEVEL NETWORK DEDUCTIBLE HMO O Gold DC-Metro \$1,000 | | |

The available plans will display. Confirm that you are shopping for all desired dependents by viewing the number of dependents as displayed at the top of this page. The employee's current plan selection will be noted by a star with "your current 2016 plan" listed in the box. Employees can filter by plan name, premium amount, deductible, carrier, among other features. When ready, click "Select plan" in the desired box.



Confirm that all desired dependents are included in the plan confirmation summary. The coverage effective date will display in the lower right corner. For a newborn, the coverage effective date is equal to their date of birth. Most other qualifying life events result in a coverage effective date of first of the month following the event. Click "confirm" when ready. To return to plan shopping, click the "Back" button in the browser or "previous"



This is a list of qualifying life events as listed in the "Have life changes box" within the employees account.





I'm an Employee

CALL CUSTOMER SERVICE



To terminate coverage due to a qualifying life event, select the appropriate reason from the "Have life changes?" Box.



Click "Select plan to terminate"



Confirm that this is the employee's current plan selection and click "Terminate Plan"





Employee

CALL CUSTOMER SERVICE

| My DC Health Link My Broker | My DC Health Link | | | | | |
|--|--|---|--|--|--|--|
| Documents | 2016 HEALTH COVERAGE • CHLOE BERGER | O Your Broker | | | | |
| Messages (3) | UnitedHealthcare Coverage Selected UHC Navigate HSA HMO Gold 1300 | Test broker Do not user testbrokeragency@yopmail.com broker | | | | |
| My Account Josh Snider Manage Family | HMO · O GOLD PREMIUM: \$151.46/month EFFECTIVE DATE: 04/01/2016 DC HEALTH LINK ID: 445273 COVERED: Josh · Baby · Josh Coverage Image: Summary of Benefits and Coverage Carrier Contact Info VIEW DETAILS | agency Have life changes? See how it may affect your health insurance. TOP LIFE CHANGES Started a new job | | | | |
| | 2016 HEALTH COVERAGE • CHLOE BERGER | Married Entered into a legal domestic | | | | |
| | KP DC Gold 1500/10/HSA/Dental/Ped Dental Canceled HMO • O GoLD • PREMIUM: \$149.37/month NATIONWIDE NETWORK EFFECTIVE DATE: 04/01/2016 DC HEALTH LINK ID: 440714 COVERED: Josh • Baby • Josh Covered: Josh • Baby • Josh | Had a baby Adopted a child | | | | |
| | Summary of Benefits and Coverage Carrier Contact Info VIEW DETAILS | | | | | |
| | Shop for health and dental plans Shop for Plans | | | | | |
| | Apply for Medicaid or for Tax Credit Assisted Coverage | | | | | |

To make changes to the employee's or dependent's demographic information, click "Manage Family" on the left side of the screen.





CALL CUSTOMER SERVICE

L1-855-532-5465

| uments | NAME | | PELATION | | |
|----------------------------|---------------|-----------------|--------------|-----------|-----|
| uments | Josh Snider | | Self | | |
| ages 📵 | | | | | |
| | FIRST NAME | MIDDLE NAME | | LAST NAME | (a) |
| Av Account | Baby | | | Snider | đ |
| Josh Snider | DATE OF BIRTH | SOCIAL SECURITY | RELATIONSHIP | GENDER | |
| josnomaen | 11/25/2015 | 10176.0 | Child | Male | |
| R HOUSEHOLD OF 4 | | | | | |
| Josh Snider Baby Spider | FIRST NAME | MIDDLE NAME | | LAST NAME | 119 |
| Josh Wife | Josh | | | Wife | 13* |
| Sarah Child | DATE OF BIRTH | SOCIAL SECURITY | RELATIONSHIP | GENDER | |
| | 04/03/1970 | 312-32-1233 | Spouse | Female | |
| age Family | E. | | | | |
| | FIRST NAME | MIDDLE NAME | | LAST NAME | |
| | Sarah | | | Child | ~ |
| | DATE OF BIRTH | SOCIAL SECURITY | RELATIONSHIP | GENDER | |
| | 02/17/2016 | 1221 | Child | Female | |

Click the pencil icon that displays on each family member's information to make any changes to their demographic information. You can also add family members here by selecting "add member." If you add a family member on this page, please do not forget to report a qualifying life event. In order for the newly added family member to have coverage, a qualifying life event must be reported to trigger a new enrollment. If you just add your family member to this page and do not report a qualifying life event, they will not be added to your coverage.





CALL CUSTOMER SERVICE L1-855-532-5465 MY INSURED PORTAL | HELP | LOGOUT My ID: 19762485 Josh Snider

| My DC Health Link | Manage Family | | | | | | | | |
|------------------------------------|--|------------------------------|----------------------|-------------|---|--|--|--|--|
| My Broker | Personal Family | | | | | | | | |
| Documents | FIRST NAME Josh | MIDDLE NAME | LAST NAME Snider | SUFFIX | ~ | | | | |
| Messages 3 | DATE OF BIRTH 05/19/1982 | SOCIAL SECURITY 166545555 | MALE | O FEMALE | | | | | |
| My Account Josh Snider | NEW ADDRESS | ŀ | Home Address | | | | | | |
| YOUR HOUSEHOLD OF 4 Josh Snider | ADDRESS LINE 1 * 415 L street NW | | ADDRESS LINE 2 #5 | | | | | | |
| Josh Wife Sarah Child | CITY* Washington | DC | - Z | P * 0001 | | | | | |
| Manage Family | ADDRESS LINE 1 * 415 L street NW | | ADDRESS LINE 2 | | | | | | |
| | CITY* Washington | DC | - Z | p * 0001 | | | | | |
| | HOME PHONE | | MOBILE PHONE | | | | | | |
| | WORK PHONE | | FAX PHONE | | | | | | |
| | Home Email Address joshsnider82@yopmail.c | com | | | | | | | |
| | SAVE | | | | | | | | |

To make changes to the employee's information, click the "Personal" tab. Demographic changes such as name changes and address changes can be made here. Once an employee has matched to their employer, the date of birth and social security number cannot be changed through the employees account and must be made by calling or emailing DC Health Link. Click "Save" to confirm the changes.

| DE HEALTH LINK | 🥂 I'm an | Employee | | CAL C 1 | L CUSTOMER SERVICE | MY INSURED PORTAL HELP LOGOUT My ID: 19762485 Josh Snider |
|--|----------|----------|-------------------|---------------------|--|--|
| My DC Health Link | Messag | ges | | | | |
| My Broker | Inbox | 3 | Inbox: | | 2.2 | |
| Documents | Deleted | | FROM | Date | Subject | |
| Messages 3 | | | DC Health Link | 12/08/2015 18:14 | Welcome to DC Health Link | SHOW Delete |
| My Account Josh Snider Manage Family | | | DC Health Link | 02/18/2016 15:55 | Your Secure Enrollment Confirmation | SHOW Delete |
| | | | DC Health Link | 03/10/2016 15:20 | Your Secure Enrollment Confirmation | SHOW Delete |
| | | | | | | |

Employees will have a message center within their accounts. Confirmations about changes made to their plans selections will be sent here.