

Broker Escalations



Broker Escalations

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Broker Escalations

This guide shows Brokers how to submit cases to DC Health Link using our online contact form.

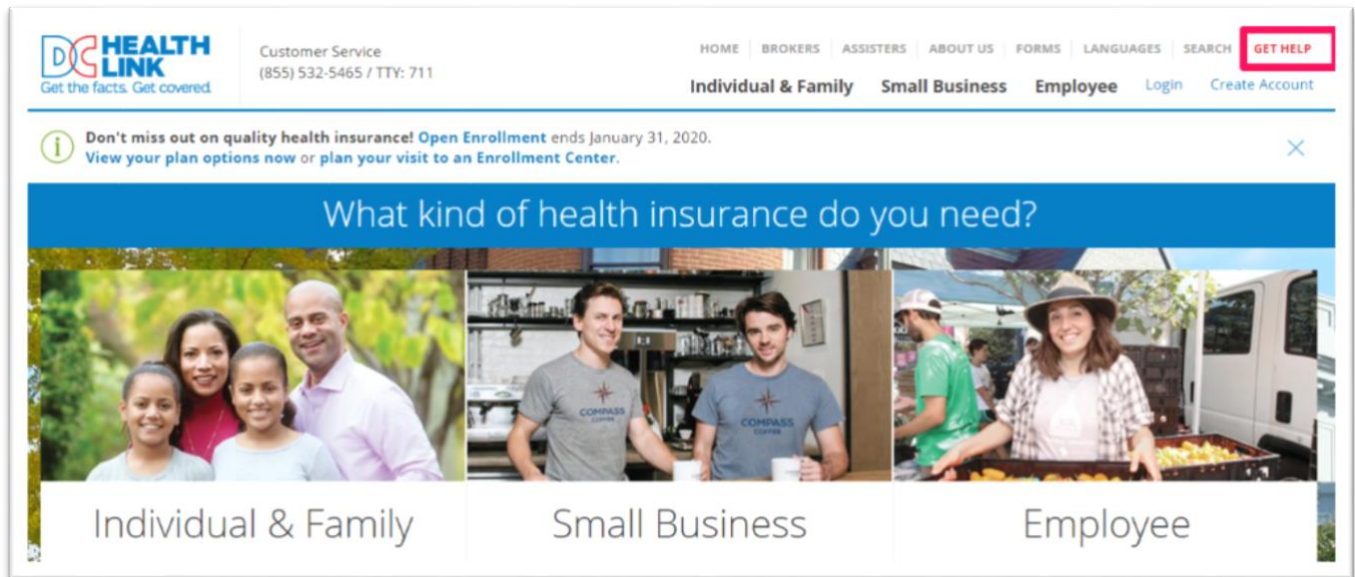
Broker Escalation Process

To resolve an issue:

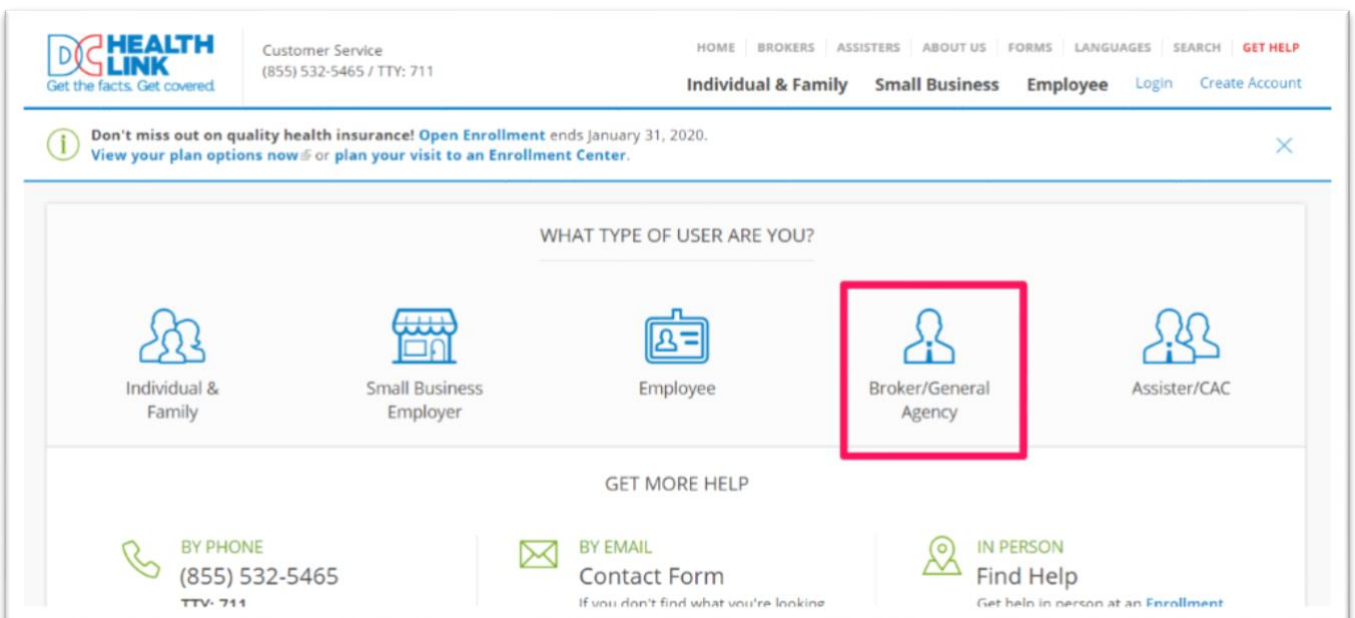
- Step 1.** (Small Business market only) Reach out to your General Agency first. If they can't help you, they'll contact us.
- Step 2.** If your General Agency is not able to help, or for Individual & Family market issues, follow the steps in this guide to submit your request online using our contact form. **You can also** email us at dchl.producer@dc.gov, but the contact form is the fastest way to get your issue addressed.
- Step 3.** After submitting a request via the contact form, you may call us at (855) 532-5465 to get updates on your case.

Using the Contact Form

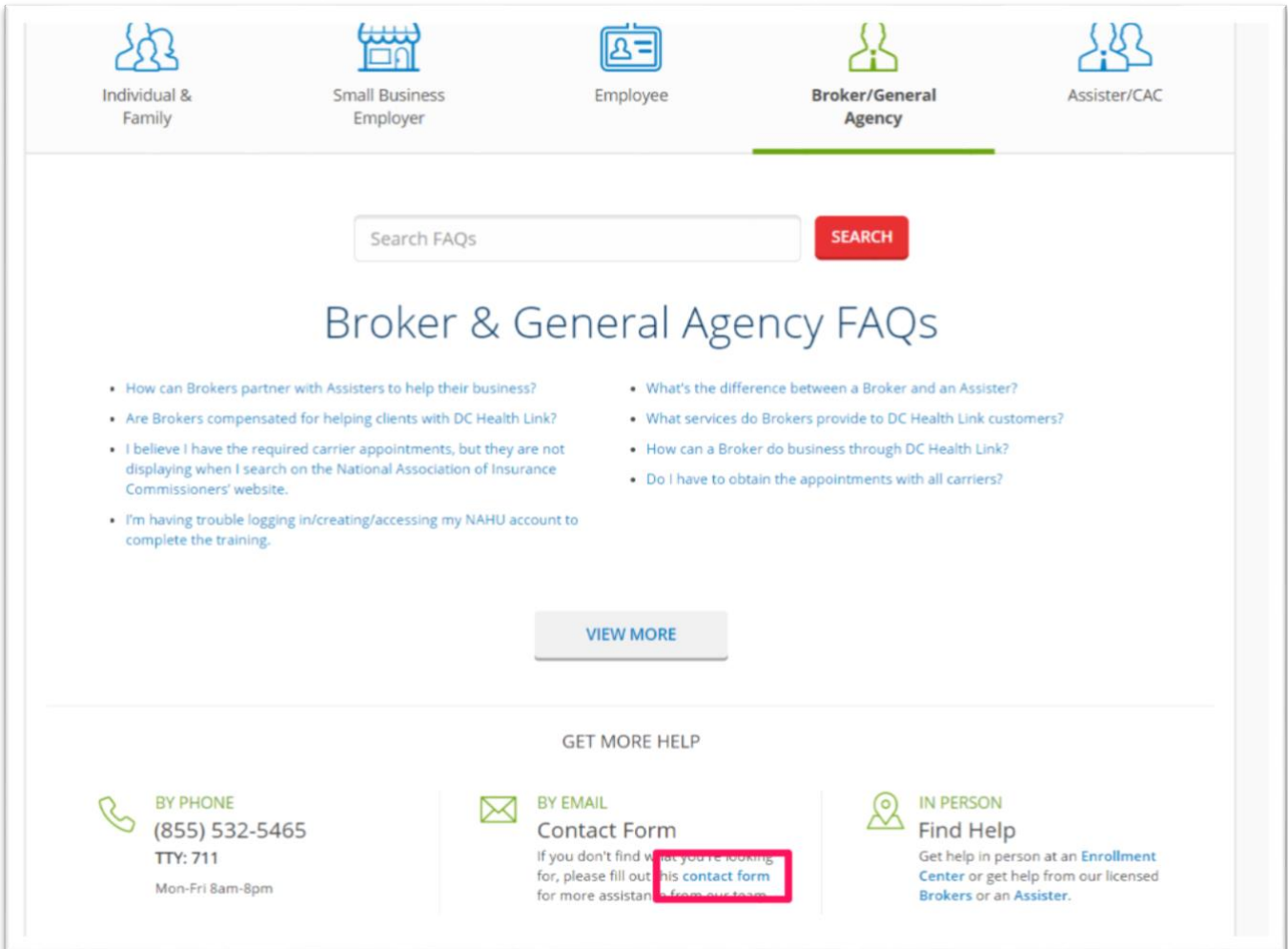
Step 1. Select 'Get Help' on dchealthlink.com.



Step 2. Select 'Broker/General Agency'.



Step 3. Review the Frequently Asked Questions (FAQs) section. If you can't find the answer to your question, select the 'Contact Form'.



Individual & Family Small Business Employer Employee **Broker/General Agency** Assister/CAC


Search FAQs **SEARCH**


Broker & General Agency FAQs


- How can Brokers partner with Assisters to help their business?
- Are Brokers compensated for helping clients with DC Health Link?
- I believe I have the required carrier appointments, but they are not displaying when I search on the National Association of Insurance Commissioners' website.
- I'm having trouble logging in/creating/accessing my NAHU account to complete the training.
- What's the difference between a Broker and an Assister?
- What services do Brokers provide to DC Health Link customers?
- How can a Broker do business through DC Health Link?
- Do I have to obtain the appointments with all carriers?

VIEW MORE

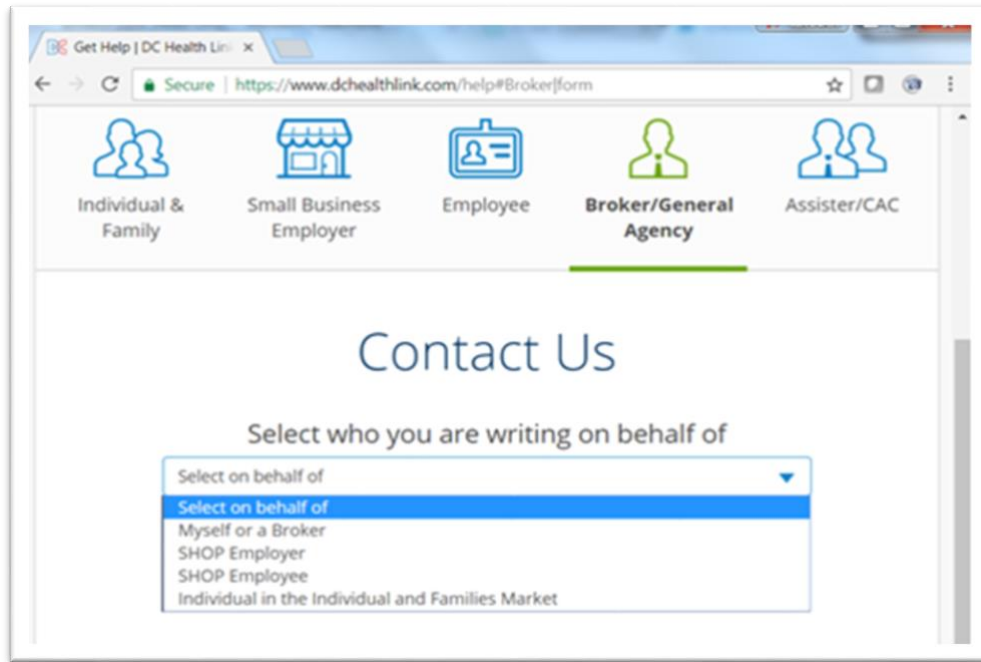
GET MORE HELP

 **BY PHONE**
(855) 532-5465
TTY: 711
Mon-Fri 8am-8pm

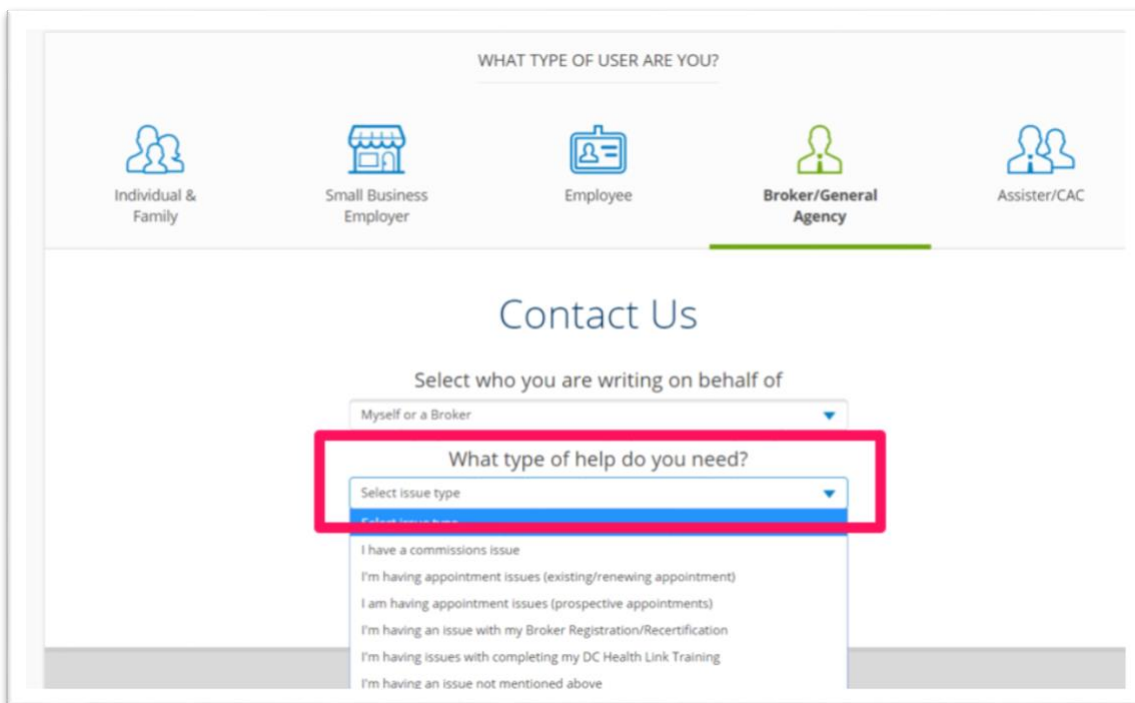
 **BY EMAIL**
Contact Form
If you don't find what you're looking for, please fill out this **contact form** for more assistance from our team.

 **IN PERSON**
Find Help
Get help in person at an **Enrollment Center** or get help from our licensed **Brokers** or an **Assister**.

Step 4. Tell us who is having the issue.



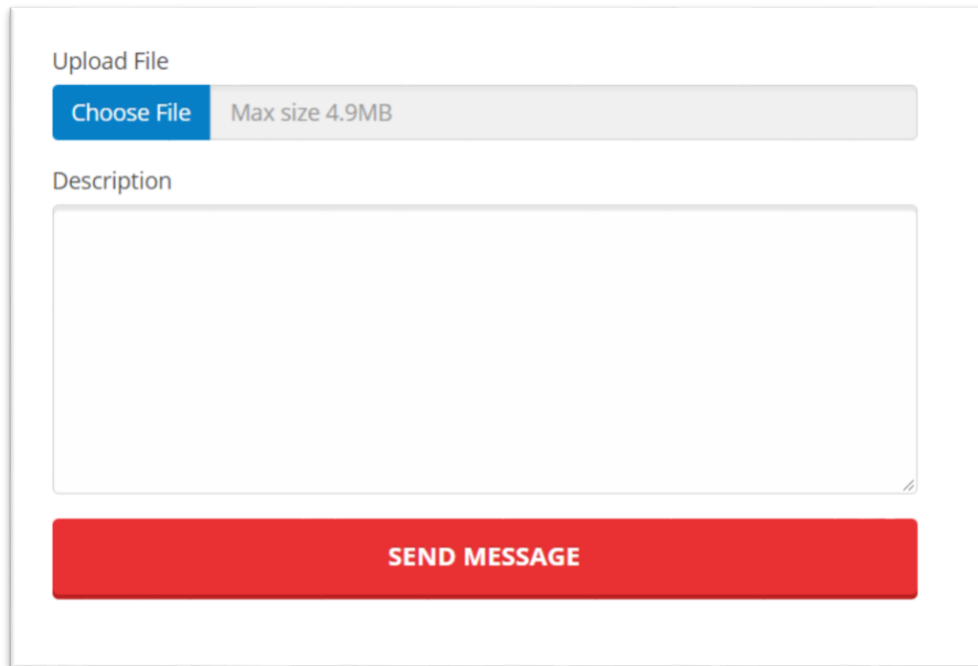
Step 5. Tell us the type of issue.



Step 6. Fill in the contact information fields. The information we need will depend on who needs help and the type of help they need. You may need to include both your information and the writing agent's information (if you're acting on the writing agent's behalf). You may also need to provide contact information for the employer's primary point of contact for Small Business cases.

Your Full Name
<input type="text"/>
Agency Name
<input type="text"/>
Broker of Record
<input type="text"/>
Broker Email
<input type="text"/>
Client Full Name
<input type="text"/>
Client Email Address
<input type="text"/>
Client Company Name
<input type="text"/>
Employee Name
<input type="text"/>

Step 7. Upload any relevant file(s). Always include a screenshot when reporting a technical issue. Provide a detailed description of the issue and desired outcome. Select SEND MESSAGE when complete.



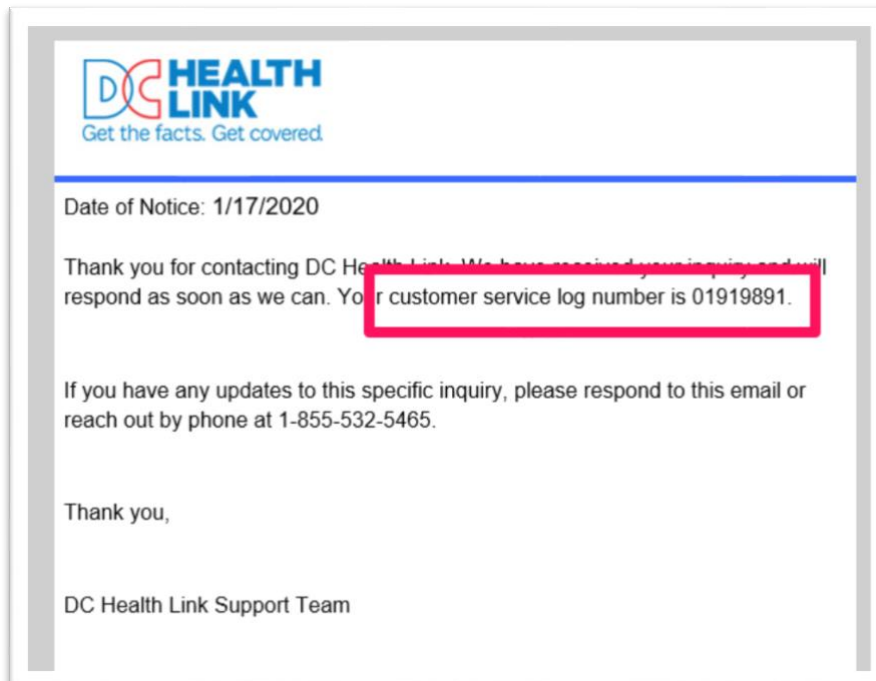
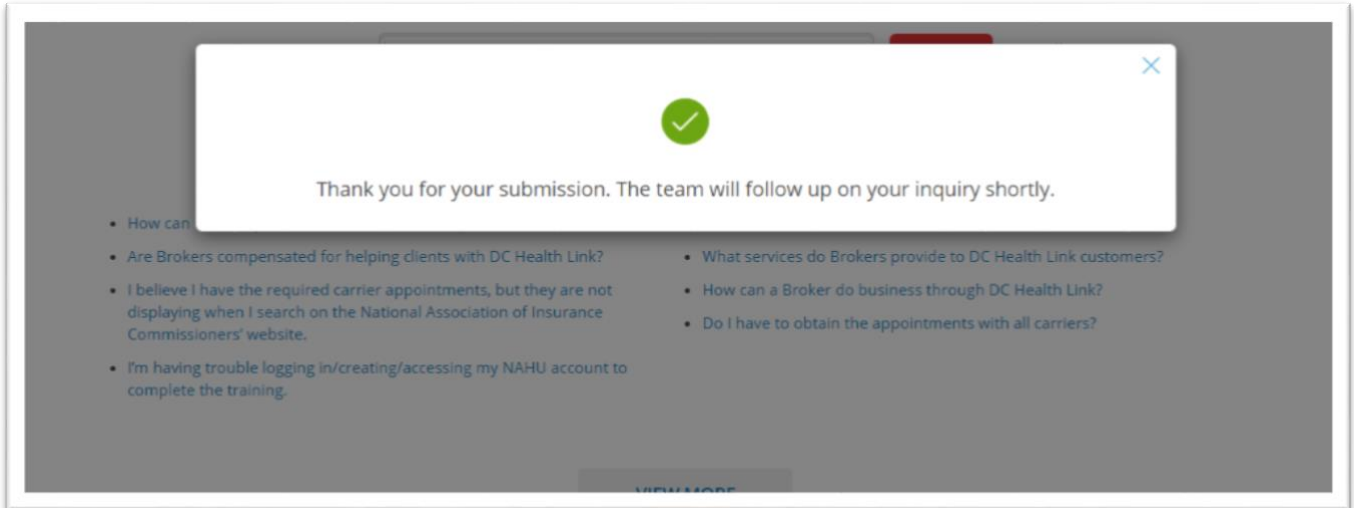
Upload File

[Choose File](#) Max size 4.9MB

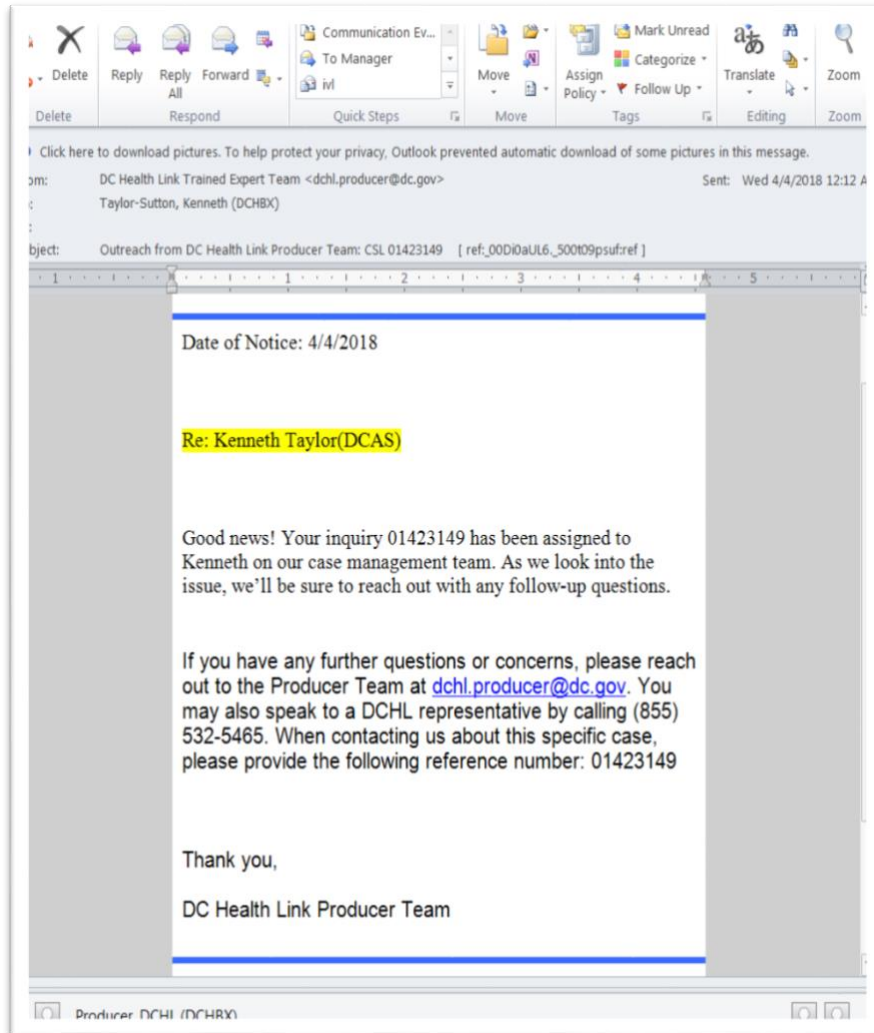
Description

[SEND MESSAGE](#)

Step 8. You'll receive a confirmation message on the screen and an email with your customer service log number. You'll need to include your customer service log number in both the ticket and body of any follow-up email replies that you send.



Step 9. Once someone on our team receives your completed contact form, we'll send you a second email telling you who will be resolving the issue and how to contact us.



Step 10. When your issue is resolved, we'll send you an email telling you the outcome and describing any next steps.



Contact and Additional Information

Still have questions? Call DC Health Link at (855) 532-5465.

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