Broker Escalations
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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’.
**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.
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.
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.

![Email example]

Date of Notice: 4/4/2018

Re: Kenneth Taylor (DCAS)

Good news! Your inquiry 01423149 has been assigned to Kenneth on our case management team. As we look into the issue, we’ll be sure to reach out with any follow-up questions.

If you have any further questions or concerns, please reach out to the Producer Team at dchl.producer@dc.gov. You may also speak to a DCHL representative by calling (855) 532-5465. When contacting us about this specific case, please provide the following reference number: 01423149

Thank you,
DC Health Link Producer Team
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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