Completing Broker and General Agency Training on DC Health Link
Table of Contents

Table of Contents .......................................................................................................................... 1
Creating an Account ....................................................................................................................... 3
Confirming Your Account .............................................................................................................. 6
Signing Up for a Course ............................................................................................................... 7
Navigating Courses .................................................................................................................... 11
Taking the Final Exam .............................................................................................................. 13
Contact and Additional Information .......................................................................................... 14
Completing Broker and General Agency Training

Background

Before you can successfully register as a staff member of a Broker or General Agency on DCHealthLink.com, you must complete two courses available at learn.dchealthlink.com:

- Privacy and Security
- Broker System Training

There may be other training courses available that are optional.

This guide shows you how to set up an account and enroll in courses through the online learning and training platform.
Creating an Account

To begin, you’ll need to create an account on the DC Health Link training site.

**Step 1.** Go to learn.dchealthlink.com.

**Step 2.** Select ‘Create new account.’
Step 3. Enter your information in each required field. When you're finished, select ‘Create my new account.’

⚠️ IMPORTANT: You must enter your work email address in the ‘Email address’ field.
Step 4. Once you select ‘Create my new account’, you’ll receive a confirmation email with instructions for confirming your account.
Confirming Your Account

Complete the following steps to confirm your new account:

**Step 1.** Check your inbox for an email with the subject line ‘DC Health Link: account confirmation.’ Be sure to check your spam folder if you don’t see the email in your inbox.

**Step 2.** Select the link in the confirmation email to confirm your new account.

**Step 3.** Once you confirm your account, you’ll be able to login and sign up for required courses.
Signing Up for a Course

Complete the following steps to register for a course:

**Step 1.** Login to [learn.dchealthlink.com](http://learn.dchealthlink.com). Select ‘Courses’ under the ‘Navigation’ pane, located on the left side of the webpage. Under ‘Courses’ select ‘Brokers’.
**Step 2.** To enroll in a course, select it. The two required courses are “Privacy and Security” and “Broker System Training”.

![Screen Shot of DC Health Link]

- Navigation:
  - Dashboard
    - Site home
    - Site pages
    - My courses
    - Broker/GA staff Training
  - Courses
    - Assister/CAC Training
  - Brokers
    - Health Reimbursement Arrangements
    - Brokers Privacy and Security Training
    - Broker/GA staff Training

- Recently accessed courses:
  - NAHU
  - National Association of Health Underwriters
  - 2019
  - Broker/GA staff Training

- Course overview:
  - [Image of course content]
Step 3. Enter the correct enrollment key for the course. Then, select ‘Enroll me.’

Enrollment keys:

- For Privacy and Security: Secure_2020
- For Broker System Training: StaffRole_2020
- For Health Reimbursement Arrangements: HRA@2020
Step 4. Once you select ‘Enroll me,’ you’ll start the course.
Navigating Courses

Each course has several sections. Each section includes multiple slides. Some sections have a quiz you must complete before you can go to the next section. You must complete all sections and quizzes to take the final exam. You’ll need a minimum score of 70% on the final exam to get credit for the course. You can stop and save your work at any time.

Moving Between Sections and Pages

To see a list of all the sections in a course and review your progress, select the course name in the ‘Navigation’ menu. You’ll see a check mark next to the sections you’ve completed.

You can navigate to the next page, previous page, or the beginning of the course using the menus at the top of the page.

You can also navigate to other pages in any given section by using the navigation links at the bottom of the page.
Exchange Privacy & Security Requirements

The privacy and security standards applicable to PIJ for Exchanges are found at 45 C.F.R. § 155.260:

- Exchange may only create, collect, use, or disclose personally identifiable information as permitted by the regulations.
- Exchange must require “the same or more stringent privacy and security standards” for “non-Exchange entities” which includes brokers.

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Taking the Final Exam

Once you complete all the sections and quizzes in a course, navigate to the ‘Final Exam Brokers’ page to begin the exam.

Once you pass your final exam, you'll receive a certificate of completion by email. Keep a copy of your certificate for at least a year. You'll need to provide your certificate to the DC Health Benefit Exchange Authority upon request.
Contact and Additional Information

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

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