Managing Employer Points of Contact

Brokers and Employers are able to assign or remove staff roles for employer accounts. Assigning the "Employer Staff Role" gives an employee access to the employer account through their current login credentials, regardless of whether they are eligible for coverage through DC Health Link. A group can have more than one staff role associated with an employer account.

Adding a Staff Role

Use this option if you are assigning a staff role to an employee who is already listed on your employee roster and has the status "Employee Role Linked."

**Step 1**. From your employer's homepage, select "Update Business Info" then "Add Employer Staff Role"
Step 2. Add the person's first name, last name, and date of birth

The employee will gain immediate access to the employer account using their current login credentials and will be able to switch back and forth between their employee and employer accounts by clicking "My Portals."
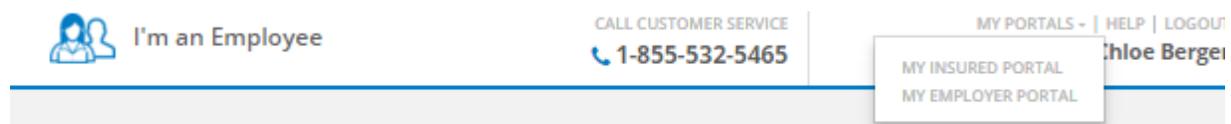
If you experience the following error message when adding the employer staff role, it is usually due to the employee not having an account on DC Health Link. Please follow the **"Applying for the Staff Role"** steps below.
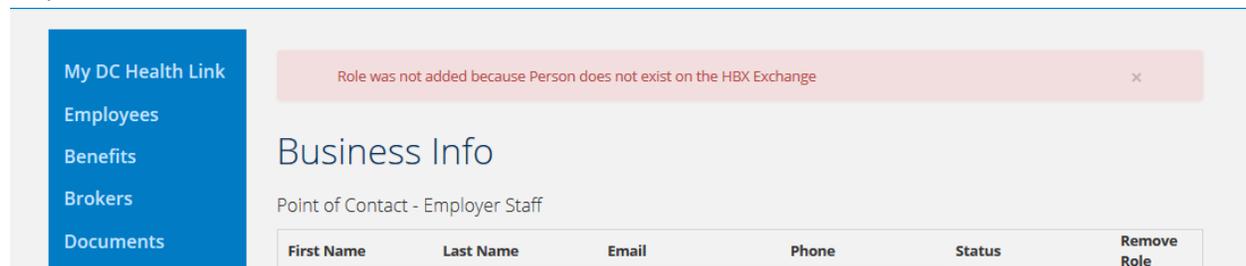
Managing Employer Points of Contact

Applying for the Staff Role

Use this option if the user does not have an account on DC Health Link. The user will need to follow the steps below to create an account as an employer and go through the initial account setup.

Step 1. Go to www.dchealthlink.com and select "Get Started" under the small business section.
Step 2. Fill in all of the requested information including the EIN, legal name, DBA, address, etc. and click continue. After you submit the application, you will receive a confirmation page.

Thank you for submitting your request to access the employer account. Your application for access is pending. The current account owner can log into the account and provide you with access. If you need help, DC Health Link Customer Service can also assist in approving your application for access to this employer account. Contact us at 855-532-5465.

BACK

Step 3. The employer or broker will need to login to approve or deny your application.

Approving the Staff Role

The current point of contact/employer or broker will need to approve any applications submitted for the employer staff role.

Step 1. From the employer's homepage, select "Update Business Info"
Step 2. Click "Approve" next to the user you wish to approve

Business Info

Point of Contact - Employer Staff

First Name	Last Name	Email	Phone	Status	Remove Role
Josh	Summers	joshsummers@yopmail.com5555555555		Is Applicant approve Linked	🗑
Patrick	Johnson	pjohnson@yopmail.com	2026405462	Is Active Linked	🗑

Add Employer Staff Role

Once approved, the user will gain access to the employer account using their existing login credentials.

Managing Employer Points of Contact

Removing a Staff Role

The employer or broker can remove the Employer Staff Role for any user listed as their point of contact by clicking the trashcan icon.

Step 1. From the employer's homepage, select "Update Business Info"
Step 2. Select the trashcan icon next to the user's name you wish to remove
PLEASE NOTE: There must be at least one active remaining user as the point of contact in order to remove a staff role.

Updating or Changing the Point of Contact (POC)

In order to change or update the point of contact for a group, you must add the new point of contact before removing the old point of contact.

Step 1. Add the point of contact role by following **"Adding a Staff Role"** or **"Applying for the Staff Role"** instructions
Step 2. After the new point of contact has gained access to the employer account, you can remove the old point of contact listed by following **"Removing a Staff Role"** instructions

Adding a Point of Contact (POC) to Multiple Employer Accounts

Use this option if the point of contact already has an existing employee, individual or staff role account on DC Health Link and you would like to assign them to multiple employer accounts.

Step 1. From the first employer's homepage, select "Update Business Info"
Step 2. Add the person's first name, last name, and date of birth

Managing Employer Points of Contact

Step 3. Then repeat steps 1 and 2 for the second employer account.

If needed, you can repeat these steps for additional employer accounts. Once the POC has been granted access by an existing POC or the broker, they can manage all of their employer accounts from their homepage.

Managing Employer Points of Contact

Frequently Asked Questions

Q1. When I tried adding the POC, I received the following error message:
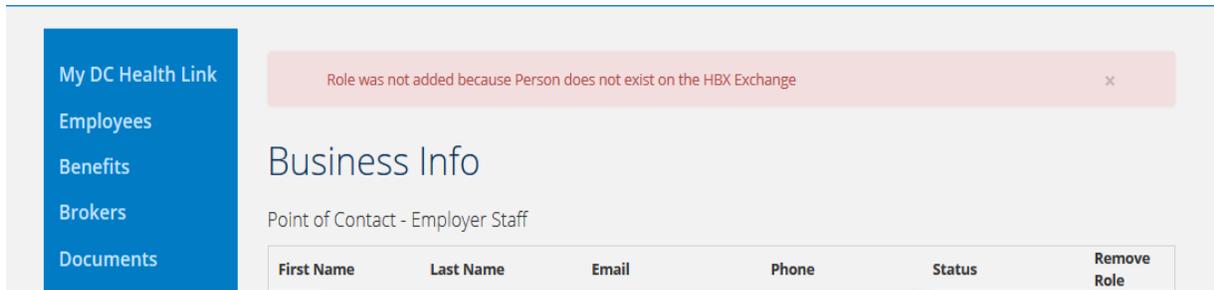
A1. The POC you are trying to add does not have an account. Please ask them to create an account by following the instructions under **"Applying for the Staff Role."**

Q2. The POC tried creating an employer account and received the following error message:

A2. The POC received this error message because they are trying to create a new account instead of using their existing DC Health Link account. They may have an existing employee, individual or employer account. The broker can add the POC by following the instructions under **"Adding a Staff Role."** Once added as the POC, the user will be able to log into their existing DC Health Link account to access the group's account. If they do not remember their username or password, they can contact DC Health Link for log-in assistance. However, if an existing employee, individual or POC is applying to offer SHOP coverage for a new company please see explanation under Q3.

Managing Employer Points of Contact

Q3. An existing POC received the following error message when attempting to apply to offer SHOP coverage for a new company:

A3. A different employee of the group can create the employer account for the new company and assign the intended POC by following the steps under **"Adding a Staff Role."** Alternatively, the POC or broker can contact DC Health Link with the company's information to request that we create the new group and assign them as POC.

Q4. What is the difference between a POC that is listed as "Is Active Unlinked" and "Is Active Linked"?

A4. If the POC is listed as "Is Active Unlinked," there are no login credentials registered for that POC. If the POC is listed as "Is Active Linked," there is an active login registered. An "Unlinked" POC will need to create an account to access the employer information by following the instructions under **"Applying for the Staff Role."**