

## New General Agencies - How to Become A DC Health Link Registered General Agency

**Who is this guide for?** General Agencies who hold an active producer license who wish to assist DC Health Link approved Brokers. This guide will discuss what the requirements are, how to complete the requirements, and how to complete a DC Health Link General Agency application.

### Requirements

To become a DC Health Link registered General Agency, you must:

- Complete the DC Health Link policy and systems training course administered jointly with the National Association of Health Underwriters (NAHU)
- Obtain at least one Carrier Appointment with any health insurance carrier licensed entity for the market in which you intend to sell
- Possess a DC resident or non-resident health insurance producer license that is active and in good standing

### Step 1: Complete the DC Health Link Broker Policy Training Course

To complete the DC Health Link Broker Training course:

- Go to the [DC Health Link training](#) administered by NAHU
- Create a login
- Complete the six hour training course, policy and system sections

If you any questions about the training, or experience any technical difficulties, please reach out to NAHU at (877) 880-1335 or [email DC Health Link: dchl.producer@dc.gov](mailto:dchl.producer@dc.gov).

### Step 2: Carrier Requirements

To become a DC Health Link registered General Agency, the Agency must obtain at least one appointment with any carrier's licensed entity in D.C. for the market in which you intend to sell.

General Agencies assisting Brokers on the **individual market only** must be appointed with one of the following licensed entities:

- [CareFirst](#)
  - CareFirst BlueChoice, Inc.
  - Group Hospitalization and Medical Services, Inc.
- [Kaiser Permanente](#)
  - Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

General Agencies assisting Brokers on the **small group market only OR the small group AND individual markets** must be appointed with one of the following licensed entities:

- [Aetna](#)
  - Aetna Life Insurance Company
  - Aetna Health Inc.
- [CareFirst](#)
  - CareFirst BlueChoice, Inc.
  - Group Hospitalization and Medical Services, Inc.
- [Kaiser Permanente](#)
  - Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
- [UnitedHealthcare](#)
  - Optimum Choice, Inc.
  - United Healthcare of the Mid-Atlantic, Inc.
  - UnitedHealthcare Insurance Company

To verify the carrier appointments:

- Go to the National Association of Insurance Commissioners' [License Lookup Directory](#)  
Enter your agency NPN and indicate it is a "Business" entity
- Select Submit
- Select the name in the search results

**NOTE:** If you have clients needing assistance while your General Agency registration is pending, please send us the client's name and the issue they're experiencing, so that we can resolve the issue for your clients while we resolve your outstanding appointments.

### **Step 3: Submit an Application to DC Health Link**

Go to [dhealthlink.com](http://dhealthlink.com) and select "Register" under the "Broker" drop down menu in the upper right corner, or visit the [General Agency/TPA Registration page](#).

Please enter the requested information including the Agency's NPN under "Personal Information".

### **Process and Timing**

Once all requirements have been satisfied and an application has been submitted, please allow up to 7-10 business days for the application to be reviewed and processed.

If there are any unsatisfied requirements, you'll receive an email notification detailing any outstanding requirements that must be satisfied before your application can be approved.

Upon approval of your registration, you'll receive an email from [noreply@dhealthlink.com](mailto:noreply@dhealthlink.com) with important information about how to access your General Agency portal.

## Dental Carrier Appointments

General Agencies are not required to be appointed with dental carriers to assist Brokers, consumers, employees, and employers with selecting dental coverage. However, in order to be eligible to receive commissions, General Agencies must be appointed with these carriers:

- [Delta Dental](#)
  - Fill out and return a [W-9 FORM](#) to Delta Dental
- [Dentegra](#)
- [Dominion](#)
  - [Request a Dominion Producer Kit](#) by emailing [agent@dominiondental.com](mailto:agent@dominiondental.com)
- [CareFirst](#)
  - Brokers who are appointed for medical do not need to obtain an additional appointment for dental
- [MetLife](#)