State of Nevada

Silver State Health Insurance Exchange 2310 S. Carson St. #2 Carson City, NV 89701





Nevada Health Link State Based Exchange Platform

Agent Onboarding Guide

August 22, 2019

Version 1.1

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1. Overview

This document is intended to assist Agents and Brokers (referred to hereafter as "Agents") with gaining access to the Nevada Health Link State Based Exchange (SBE) Platform. Access to the SBE Platform is required in order to assist Nevada consumers with Applications and Enrollments in Qualified Health and Dental Plans under the Affordable Care Act (ACA).

Before an Agent will be granted access to the SBE Platform he or she must have completed the Silver State Health Insurance Exchange's (SSHIX's) annual Agent/Broker Certification curriculum. If you have not already been enrolled in this curriculum please contact Rebecca Lomazzo, SSHIX Broker Liaison, at <u>rlomazzo@exchange.nv.gov</u>.

2. Account Registration and Public Profile

This section explains the steps required for Agents to create their new Agent account, complete the account registration process, and set up their public profile. The public profile allows Agents to be listed in Nevada Health Link's "Find Local Assistance" directory tool, which is used by consumers to locate Agents, Brokers, and Navigators in their area.

2.1 Create a new Agent account

Step-1: From the final module of the Training and Certification curriculum, click on the self-service account creation link for the SBE Platform. If you have not already been enrolled in the curriculum—or if you have completed the curriculum, but you were unable to use the self-service account creation link—please contact Rebecca Lomazzo, SSHIX Broker Liaison, at rlomazzo@exchange.nv.gov.

• Step-2: Enter the basic information, set up a security question (this is required if you need to request a password reset), and create a password. Click on the box next to *I have read and agree to the Privacy Policy*, and click the "Submit" button.

New Agent Account Set-Up All fields on this form marked with an asterisk (*) are required.
Basic Information
First Name *
Last Name *
Email Address •
Confirm Email Address *
Phone Number + 🕢
Security Question
Security Question What was your childhood
Set Password
Password * Confirm Password *
I have read and agree to the Privacy Policy
SUBMIT CANCEL

2.2 New Agent Account Registration

This section is divided into two parts, Agent Information and Profile.

2.2.1 Agent Information

• Step-1: Enter the Agent information, Business address and Correspondence address and click on the "Next" button.

nevada health link connecting you to health insurance			🏶 🚰 Help & Support 👻 My Account 👻
New Agent Registration			
Steps Ager	t Information		
✓ Agent Information Provid ✓ Profile	e the following information s etting you know when your	io we can certify you to make your services av application has been approved.	vallable on Nevada. After a quick review, we'll send you an
	First Name*	No. 100	
	Last Name*		
Neva	da Agent License Number *	1000	(Not your NPN)
	Agent NPN		
	License Renewal Date *	*	
	Primary contact number*		
	Business Contact Phone Number		
	Alternate Phone Number		
	Fax Number		
	Preferred Method of Communication *	Email Address •	
	Business Name*	Rome on Tannas	
Feder	ral Employer Identification Number (EIN)*	***_**	What if I don't have an EIN?
Bus	iness Address		
	Address line 1*	100 C (ana) R (0)	
	Address line 2	Apt, Suite, Unit, Bldg, Floor, etc	
	City*	100000 (171)	
	State*	Nevada 🔻	
	Zip code*		
Cor	respondence Address		
\$	Same as business address	×	
	Address line 1*	and a second second	
	Address line 2	Apt, Suite, Unit, Bldg, Floor, etc	
	City*	Contraction (1977)	
	State*	Nevada *	
	Zip code*	10100	
NEX	т		

2.2.2 Profile

This information is displayed to consumers who use Nevada Health Link's "Find Local Assistance" directory tool.

PLEASE NOTE: Agents who do not select "Individuals/Families" in the *Clients Served* section will not appear in the directory.

- Step-1: Enter all of the languages that you support in the "Languages" field. Start by typing the name of each language (e.g., "English"), and then the page suggests an option for you to choose based upon the languages available in the Platform's database. Be sure to list all supported languages (including "English"), as the "Find Local Assistance" directory tool allows consumers to filter by language support.
- Step-2: Select the types of products where you can offer expertise to consumers (e.g., "Health" or "Dental").
- Step-3: Add your website, public email, and education. Please note that you can provide a different address for public use by consumers than you provided on the previous page ("Agent Information"). The email address provided with your "Profile" will be displayed to consumers using the "Find Local Assistance" directory tool; the email address provided with your "Agent Information" will be used by Nevada Health Link for business correspondence.
- Step-4: The "About Yourself" field allows you to provide a brief description of your background, experience, and expertise. You can also upload a photo. These fields are optional, but they may help capture the attention of new consumers.
- Step-5: Click on the "Finish" button.

nevada health link connecting you to health insurance	🕷 🔊 Hep	& Support + My Account +
New Agent Regist	ation	
Steps	Step 2: Profile	
 Agent Information 		
✓ Profile	Provide information about you and your pushess for your public profile. Insimormation will be viewed by viewada Health Link users looking for agents on exchange. The more information you provide, the more they're likely to contac you.	t
	Clients Served Q 🖉 Individuals / Families	
	Languages Select Some Options	
	Product Expertise 🧕 🗷 Health	
	Dental	
	Vision	
	Life	
	Medicare	
	Medicaid	
	Property/Casualty	
	Your Website Address 😥	
	Your Public Email 👰	
	Education Select •	
	About Yourself	
	Upload Photo Choose File, No file chosen UPLOAD You can upload a JPC, GIF or PNG file (File size limit is 5 MB).	
	BACK FINISH	

3. Certification Status

Initially, the Agent account provides limited functionality, consisting only of the Agent Information, Agent Profile, and Agent Certification Status screens. The default status of a new Agent accounts is "Pending":

nevada health link connecting you to health insurance		* 20	Help & Support + My Account +
Broker Cite			
Steps	Certification Status		
Agent Information	Agent Number		
Profile	Application Submission Date		
Outlife the Outline	Certification Status Per	nding	
Certification Status	Certification Number		
	Certification Date		
	Renewal Date		

Agents can access the full functionality offered by the SBE Platform only after the SSHIX Broker Liaison verifies their current licensure status with the Nevada Division of Insurance, verifies completion of the annual certification curriculum, and updates Agent's status in the Platform to "Certified".

3.1 Notification of "Certified" Status

• Step-1: When the Agent's status gets updated to "Certified", they receive a notification via email. Open the new email received from <u>noreply@exchange.nv.gov</u> on the Agent's email account and click on "login to Nevada Health Link" link. If the link does not work, copy and paste that link into a new web browser window.

Dear	
You ha <u>Nevad</u> link int https://	ive an important message from Nevada Health Link in your secure inbox. Please log in to a <u>Health Link</u> to view the message. If the link does not work, please copy the following o your web browser window: hvuat.ghixqa.com/hix/inbox/home
<u>Remir</u>	ders
	If you forgot your login credentials, please follow the prompts to reset your password. Contact your agent or broker for additional information regarding plan benefits. If you do not have an agent or broker, visit the broker directory on our website to find help near you. There is no cost to use these services. Please review your account and contact information and report any changes to Nevada Health Link.
Thank Nevad	you, a Health Link
Conta	ct Information
•	For free, in-person assistance, visit the broker directory at enroll.NevadaHealthLink.com/findabroker.
•	For technical support or language assistance, call 800-547-2927 or TTY 711
	For access to your account, visit enroll.NevadaHealthLink.com.
019 Nev	ada Health Link

• Step-2: Enter login credentials and click on the "Log in" button.

nevada health link connecting you to health insurance		Log In Help & Support -
	Log In Email Address Password @ Remember Me LOG IN Forgot password?	

• Step-3: Click on the right icon and open the message from Exchange Admin in your Secure Inbox (for more information regarding the Secure Inbox please see Section 4.2).

connecting you to health in	link surance			* 2	● Help & Support ▼	My Account 👻
🖀 Individuals י	My Information 🝷					
Notifications 1	tems in Inbox; 0 unread					
Search		From \$	Subject \$		Date \$	۲
	٩	Exchange Admin	Your Nevada Health Link certification status has been changed			0
Folders						
Inbox 🚺						

• Step-4: Scroll down or click on the attached pdf file to check the new Certification status.

connecting you to health link				* 20	Help & Support 👻	My Account -
Individuals • My Information • Notifications 1 Items in Inbox; 0 unread Search	Your Nevada Health Link certifi	cation status has been changed				-
Folders Inbox	From: Exch To: Sent: Attachments: brok	ange Admin erCertificationNotification_4766_1562182068	378.pdf(42 K)			
	Nevada Health Link - Your Nevada	1/1 C: 🛓	• • •			
	Tic CANSON CITY INV 80706 Dear Var certification status with Neoda Hashi Li Pilor to Sha drange, your certification status are Your new certification status are. Certificat You Natur Invention Neodationalithinik.com	ik has dhanged. x: Pending neur have access to the Nevada Health Link broker admin portal at:	# + -			

• Step-5: The following screen displays new Agent Certification Status pdf file.

nevada health link connecting you to kealth insurance	0 000000 047661
Reference number:	
July 03, 2019	
To:	
CARSON CITY, NV 89706	
Dear Broker One,	
Your certification status with Nevada Health Link has changed.	
Prior to this change, your certification status was: Pending.	
Your new certification status is: Certified. You now have acces https://enroll.nevadahealthlink.com	s to the Nevada Health Link broker admin portal at:
Thank you, Nevada Health Link	
Contact Information	
For free, in-person assistance, visit the broker directory	at enroll.NevadaHealthLink.com/findabroker.
For technical support or language assistance, call 800-8	547-2927 or TTY 711
 For access to your account, visit <u>enroll.NevadaHealthLi</u> 	<u>nk.com</u> .
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4. Agent Portal Navigation

This section describes the navigation options located on the top-right corner of the Agent portal. It contains a Home page button, Secure Inbox button, Help & Support section and My Account section:



4.1 Home page

My Information •									
Dashboard									
Quick Links	Enrollment Hist	ory							
Pending Individuals My Profile			,	Your Enrollm	ents – Past 30 I	Days			
Add New Individual		Enrollment Type							
Access Code	19								
SUBMIT	0 0 11 00 11 00 11 00 11 00 11 00 10 00 0	0	0	0	0	0	0	0	0
	PLATINUM	COLD	SILVER	BRONZE	EXPANDEDBRONZÉ CAT	TASTROPHIC	HIGH	LOW	MEDICAL

The Home page icon 😚 redirects an agent to the home page of the Agent portal.

4.2 Secure Inbox

The Secure Inbox icon Provides a centralized location for system-generated updates or messages associated with an Agent account, some of which may require additional action from the Agent. Checking the Secure Inbox often ensures that Agents stay up to date with these notifications.



4.3 Help & Support

4.3.1 Frequently Asked Questions

The Frequently Asked Questions section helps in searching for common questions and answers that are asked by the Nevada Health Link users on a specific topic.

• Step-1: Click on "Help & Support" on the top-right corner and click on "Frequently Asked Questions".

revada health link connecting you to health inscrance	Help & Support - My Account -
Individuals - My information -	Contact Us

• Step-2: Search for questions in the Search box, or select an option from the "Commonly Asked Questions" tabs.

	How can we help you?	
Q	Search	
Commonly Asked Questions		
Commonly Asked Questions	How to find help from an agent/broker or enrollment counselor	
Commonly Asked Questions Coverage for pre-existing conditions Benefits	How to find help from an agent/broker or enrollment counselor Glossary	Enrolling in Coverage

4.3.2 Contact Us

The Contact Us section provides Nevada Health Link contact information.

• Step-1: Click on "Help & Support" on the top-right corner and click on "Contact Us".



• Step-2: A new page opens with Nevada Health Link contact information.



4.4 My Account

The "My Account" menu provides access to account maintenance functions.

*	Help & St	upport • My Account •
		Account Settings
-		Dashboard
		Logout

4.4.1 Account Settings

The Account Settings helps an Agent with updating a password, security question, or email address.

4.4.1.1 Change Password

• Step-1: Click on "My Account" on the top-right corner and click on "Account Settings".

Reveals health link correcting you to health insurance	A Pelp & Support - My Account -	
A Individuale - Multiformation -	Dashboard	
	Logout	

• Step-2: Click on "Change Your Password".

nevada health link connecting you to health insurance			* 20	Help & Support +	My Account +
M Individuals • My Information •	Account Settings				
	Password	CHANGE YOUR PASSWORD			
	Security Question	What was your childhood nickname?			
	Email Address	CHANGE YOUR EMAIL ADDRESS			

• Step-3: Provide the current password, new password and confirm the new password, and click on the "Save" button.

Change Your Password	×
All fields on this form marked with an asterisk (*) are required unless otherwise indicated.	
Current Password *	
New Password *	
Confirm New Password *	
CANCEL	SAVE
Annuar	

4.4.1.2 Change Security Question

• Step-1: Click on "My Account" on the top-right corner and click on "Account Settings".

Research health link	* 🄊	Help & St	upport - My Account -	
connecting you to health insurance			Account Settings	
		_	Dashboard	
Individuals * My Information *			Logout	
		_		

• Step-2: Click on "Change Your Security Question".

nevada health link connecting you to health insurance			* 20	Help & Support +	My Account +
🐗 Individuals + My Information +	Account Settings				
	Password	CHANGE YOUR PASSWORD			
	Security Question	What was your childhood nickname?			
	Email Address	CHANGE YOUR EMAIL ADDRESS			

• Step-3: Provide current password and set-up a new security question, and click on the "Save" button.

		Change Your	Security Question	×	
		This question adds a provide an answer to	n extra layer of security to your account. We may ask this question to verify your security in certain specific	you to situations.	
		All fields on this form indicated.	marked with an asterisk (*) are required unless other	wise	
		Current Password			
		Security question *	What was your childhood nickname?		
		Answer	•••••		
		CANCEL		SAVE	
			Answer		

4.4.1.3 Change Email Address

• Step-1: Click on "My Account" on the top-right corner and click on "Account Settings".

nevada health link correcting you to health impunnee	Help & Support - My Account -
A Individuals • My Information •	Dashboard Logout

• Step-2: Click on "Change Your Email Address".

nevada health link			* 20	Help & Support +	My Account +
🐐 Individuals • My Information •					
	Account Settings				
	Password	CHANGE YOUR PASSWORD			
	Security Question	What was your childhood nickname?			
		CHANGE YOUR SECURITY QUESTION			
	Email Address	CHANGE YOUR EMAIL ADDRESS			

• Step-3: Provide the current password, new email address and confirm the new email address, and click on "Send Confirmation Email".

Change Your Email Address	×	
All fields on this form marked with an asterisk (*) are required unless otherwise indicated.		
Current Email Address		
Current Password *		
New Email Address *		
Confirm New Email Address *		
	_	
CANCEL SEND CONFIRMATION MA	uL	
Answer		

 Step-4: Changing an email address requires a confirmation email to be sent to the new address. Open the new email received from <u>noreply@exchange.nv.gov</u> and click on the provided link, or copy and paste that link in a new web browser to confirm the change of email address.

07 09 201	
07-08-201	
Dear	100.
Nevada He	alth Link has received a request to update your secure Nevada Health Link username from to
Confirm thi	s change by clicking the link below or copying and pasting it into your web browser;
https://nvu	at.ghixqa.com/hix/account/user/resetemail/GENCShtGro6dAZvhlSa6rshJi26DF18SMy6HbuXTakBrYqxqVVJeDXmPJnlCfBUAQpfNaxXnjbFEBmW6AVjqvSRGkeQ%5
Keep this r	otification for your records.
Thank you	
Nevada He	alth Link
Contact In	formation
• For	free. in-person assistance, visit the broker directory at enroll NevadaHealthLink.com/findabroker.
• For	technical support or language assistance, call 800-547-2927 or 119 /11
• For	access to your account, visit enrol.NevadaHealthLink.com.

• Step-5: For security purposes, a verification email is also sent on the old email address to notify the Agent of the change.

Refer	ence number:
	Dear ,
	Nevada Health Link has received a request to change your username from to . You will receive an email to verify this change at .
	If you did not request this change, please contact Nevada Health Link.
	Thank you, Nevada Health Link
	Contact Information
	 For free, in-person assistance, visit the broker directory at enroll.NevadaHealthLink.com/findabroker.
	For technical support or language assistance, call 800-547-2927 or TTY 711
	For access to your account, visit <u>enroll.NevadaHealthLink.com</u> .
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4.4.2 Dashboard

The Dashboard tab guides an agent to their Enrollment History dashboard. This dashboard shows a count of the Agent's enrollment for the past 30 days as distributed across the type of plan selected.

PLEASE NOTE: No enrollment activity will be displayed on this screen before the upcoming Open Enrollment Period (November 1—December 15, 2019).

								Acco	unt Settings
My Information -								Logo	ut
Dashboard									
Quick Links	Enrollment History								
Pending Individuals									
👗 My Profile	Your Enrollments – Past 30 Days								
Add New Individual									
		ioninent type							
SUBMIT	6 0 0	0	0	0	0	0	0	0	0
	PLATINUM	COLD	SILVER	BRONZE	PANDEDBRONZ	É CATASTROPHIC	нісн	LOW	MEDICAL

4.4.3 Log out

The Log out tab helps an agent to sign out from their Agent account.

nevada health link correcting you to halith resumes	Help & Support - My Account -
A Individuals - My Information -	Dashboard Logout

Document Revision History

Version	Issue Date	Changes	Drafted	Approved
1.0	8/5/2019	Initial Release	Vinit Yagnik	Russell Cook
1.1	8/22/2019	Revised Section 1.1 to	Vinit Yagnik	Russell Cook
		reference Training and		
		Certification Curriculum		