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September 4, 2019

Licensed brokers and agents who assisted consumers to effectuate Individual & Family coverage for Qualified Health Plans on HealthCare.gov for plan year 2019 were invited to complete Nevada Health Link certification by August 9, 2019 in order to ensure the migration of their book of business from HealthCare.gov to Nevada Health Link's new eligibility and enrollment platform. Brokers/Agents who did not complete their certification, or those who need to make additions to their migrated book of business, may use the following step-by-step instructions to repopulate their book of business.

- 1) Contact assisted consumer and explain the Nevada Health Link transition to a State Based Exchange. Suggested language:

"Nevada has transitioned away from HealthCare.gov to a State Based Exchange -NevadaHealthLink.com - your information was migrated to the new system and I'm calling to assist you with claiming your account and designating me as your broker of record so that I can assist you with your Plan Year 2020 enrollment."

- 2) Explain to the consumer that they should have received an email (or letter, depending on their communication preferences) from Nevada Health Link on September 3rd or 4th that provides them with a unique activation code that will allow them to claim their account and designate you as their broker of record.

- 3) Walk the consumer through the account activation process by following the directions provided in the email – see instructions below:

Dear \${primaryApplicantName},

Welcome to Nevada Health Link, Nevada's online exchange for Qualified Health and Dental Plans under the Affordable Care Act. We are currently in the process of transitioning away from HealthCare.gov and towards a fully operational state-based exchange platform, which will provide application, eligibility, and enrollment services for coverage beginning January, 2020 and beyond.

In order to support this transition HealthCare.gov has provided Nevada Health Link with your current application and enrollment information. This information has been used to create a new user account for you on the Nevada Health Link exchange platform. Please complete the following steps in order to claim your new user account:

1. [Click here](#) or go to {applicationUrl}
2. Enter your unique Access Code: {accessCode}
3. Answer the security questions to confirm your identity
4. Set up a username and password for your account

- 4) Direct consumers to enroll.nevadahealthlink.com to enter their access code and claim their account. If the consumer is unable to find the email/letter with their access code, or experiences any difficulty with claiming their account they can contact Nevada Health Link's Consumer Assistance Center at **1-800-547-2927**.
 - a. For security and privacy consumers will be required to provide the following information in order to successfully authenticate and gain access to their account before a Customer Service Representative (CSR) is able to provide them with their access code.
 - i. First Name

- ii. Last Name
- iii. Zip Code
- iv. Last 4 of SSN

Applicant must provide the full name as it appears on the application

5) Once a consumer has completed the steps to claim their account, they will be taken to a page that will allow them to designate a broker – see screenshot below:

The screenshot shows the Nevada Health Link website interface. At the top left is the logo for Nevada Health Link, which includes a colorful circular icon and the text "nevada health link" with the tagline "connecting you to health insurance" below it. At the top right are navigation links: a home icon, a help icon with a "2" notification badge, "Help & Support" with a dropdown arrow, and "My Account" with a dropdown arrow.

The main content area is titled "Welcome to Nevada Health Link" in a grey header. Below this, the text reads: "To ensure a streamlined transition from HealthCare.gov to our new, State Based Health Insurance Exchange website, we encourage consumers to simplify their annual renewal process by providing consent for automatic renewal. Consent must be provided by October 11, 2019 to be auto-renewed for 2020 coverage."

The next section is titled "Get Free Help" in a grey header. The text below states: "Nevada Health Link can connect you with trained and certified professionals in your area who will assist you with the application, plan selection, and enrollment process at no cost to you. If you had a broker/agent assist you with enrollment through HealthCare.gov and that agent's contact information is not displayed here, it means they are not certified on Nevada Health Link at this time." Below this text is a blue button labeled "Find Free Local Assistance".

The following section is titled "Consent" in a grey header. It contains two sub-sections:

- Automatic Renewal**: "Your data from HealthCare.gov indicates that you've agreed to automatic renewal. You will receive a notice after auto-renewal and will be able to make changes during open enrollment."
- Verification of Tax Credit Eligibility**: "Eligibility for tax credits, which can reduce the cost of your health coverage, requires re-verification on an annual basis. To check your eligibility, Nevada Health Link will use your income data, including information from your latest tax return. We can automatically recheck your eligibility each year if you provide consent. For how many years would you like to automatically check for tax credit eligibility?"

Below the "Verification of Tax Credit Eligibility" text is a dropdown menu currently set to "1 Years". At the bottom right of the main content area is a button labeled "Update Consent".

6) Direct the consumer to click on the “Find Free Local Assistance” button and the following screen will display:



Find Local Assistance at No Cost to You



Agents and brokers are licensed by Nevada’s Department of Insurance and have completed additional training to become certified with Nevada Health Link. Only an agent or broker can make specific recommendations about which plan you should buy. Note that some agents and brokers may only be able to sell plans from specific health insurance companies.

[FIND A NEVADA CERTIFIED AGENT OR BROKER NEAR YOU](#)



Nevada Health Link Certified Enrollment Counselors belong to Enrollment Entities, which include hospitals and not-for-profit organizations from around the state that have been trained by Nevada Health Link to help you understand what options are available to you and your family. They cannot make specific recommendations about which plan you should buy.

[FIND A NEVADA CERTIFIED ENROLLMENT COUNSELOR NEAR YOU](#)

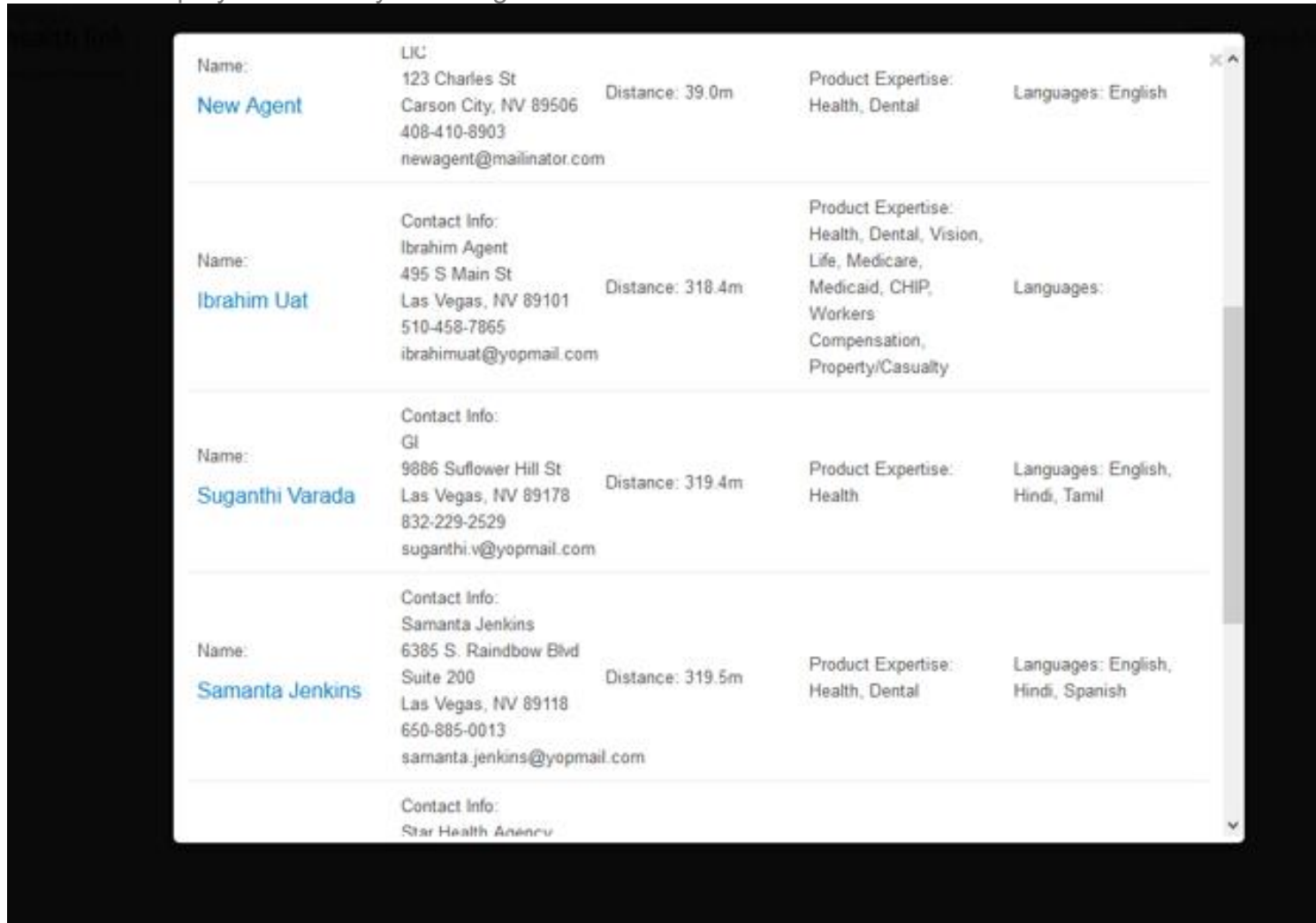
- 7) Direct the consumer to click on the button to the left “Find A Nevada Certified Agent or Broker Near You” and the following screen will display:

Search for a Certified Agent or Broker

The image shows two alternative search forms for finding a certified agent or broker. The first form, titled "Search by location", includes a "Zip code" input field with a red asterisk, a "Distance" dropdown menu set to "5" miles, and a "Languages" dropdown menu with "Select an Option" as the current selection. A blue "Search" button is located at the bottom. The second form, titled "Search by Name", includes "First Name", "Last Name", and "Company Name" input fields, with a blue "Search" button at the bottom. The two forms are separated by the word "OR".

- 8) Direct the consumer to enter your first and last name in the appropriate boxes and press “search.” The following screen will display with your business information if you have opted into displaying your business information during

account set-up by affirmatively checking the “Clients Served” box:




Name: New Agent	LIC: 123 Charles St Carson City, NV 89506 408-410-8903 newagent@mailinator.com	Distance: 39.0m	Product Expertise: Health, Dental	Languages: English
Name: Ibrahim Uat	Contact Info: Ibrahim Agent 495 S Main St Las Vegas, NV 89101 510-458-7865 ibrahimuat@yopmail.com	Distance: 318.4m	Product Expertise: Health, Dental, Vision, Life, Medicare, Medicaid, CHIP, Workers Compensation, Property/Casualty	Languages:
Name: Suganthi Varada	Contact Info: GI 9886 Sulfower Hill St Las Vegas, NV 89178 832-229-2529 suganthi.v@yopmail.com	Distance: 319.4m	Product Expertise: Health	Languages: English, Hindi, Tamil
Name: Samanta Jenkins	Contact Info: Samanta Jenkins 6385 S. Rainbow Blvd Suite 200 Las Vegas, NV 89118 650-885-0013 samanta.jenkins@yopmail.com	Distance: 319.5m	Product Expertise: Health, Dental	Languages: English, Hindi, Spanish
	Contact Info: Star Health Agency			

9) Direct the consumer to click on your name, and the following screen will display:


Agent Selection

Selecting an agent as your representative allows them to access your account, see your information, and make changes on your behalf.

[BACK](#) [SEARCH AGAIN](#) [CONTINUE](#)

 **Ibrahim Uat**
495 S Main St, Las Vegas, NV 89101
510-458-7865
ibrahimuat@yopmail.com

Product Expertise	Health, Dental, Vision, Life, Medicare, Medicaid, CHIP, Workers Compensation, Property/Casualty
Languages Spoken	
State License Number	70652062
Clients Served	Individuals / Families



[\[+\] What should I know before I designate an Agent?](#)

10) Direct the consumer to press “continue” and they will be taken to the following screen:

Agent Designation: Attestations

Agent to be Designated: Ibrahim Uat

I authorize this Agent or Broker permission to access, enter and update information in my online application. I further grant permission to the Agent or Broker to submit my completed application, including signing the application on my behalf.

I understand that I can revoke the authorization for this Agent or Broker at any time through my account dashboard or by calling 800-547-2927 or TTY 711.

I grant permission to the Agent or Broker to enter payment information on my behalf. I understand that the form of payment I provide will be charged the quoted premium.

Signature

Applicant Name: **Tom Wilson**

Applicant E-Signature *

Type your full name here as your electronic signature.

Today's Date: 07 / 01 / 2019

11) Direct the consumer to check the three boxes and enter their name into the “Applicant E-Signature” box and press “Confirm”

Agent to be Authorized: Terminate Out

I authorize this Agent or Broker permission to access, enter and update information in my online application. I, further grant permission to the Agent or Broker to submit my completed application, including signing the application on my behalf.

I understand that I can revoke the authorization for this Agent or Broker at any time through my account dashboard or by calling 800-547-2927 or TTY 711.

I grant permission to the Agent or Broker to enter payment information on my behalf. I understand that the form of payment I provide will be charged the quoted premium.

Signature

Applicant Name **Tom Wilson**

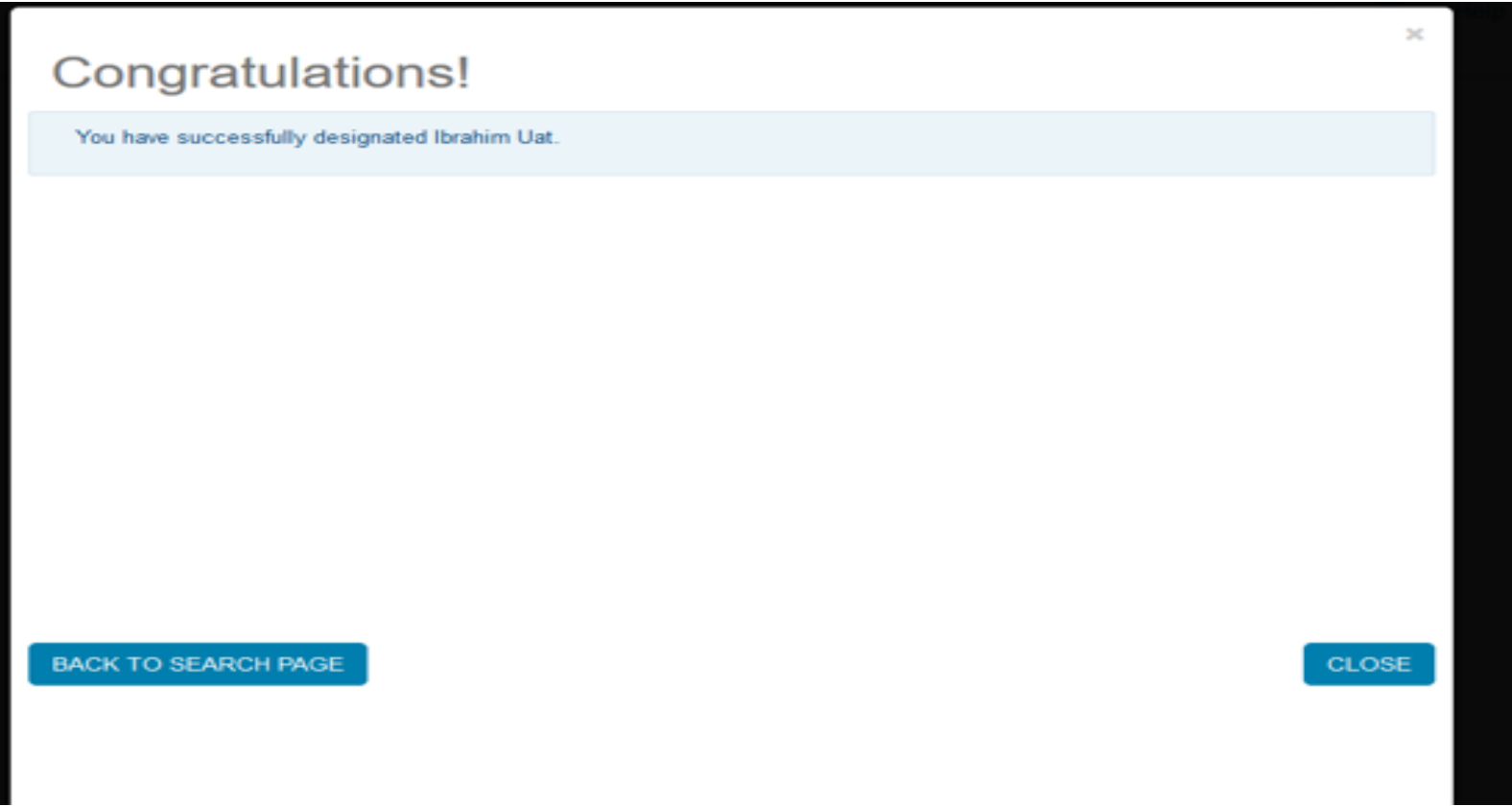
Applicant E-Signature •

Type your full name here as your electronic signature.

Today's Date

CONFIRM

12) The following screen will appear indicating a successful designation:



13) Once the consumer has successfully claimed their account and designated you as their broker/agent of record you will need to login to your Nevada Health Link account and click on the “Individuals” tab, click on “Pending Requests” will display:

The screenshot shows the Nevada Health Link dashboard. At the top left is the logo for Nevada Health Link with the tagline "connecting you to health insurance". On the top right are navigation links for Home, Help & Support, and My Account. A green navigation bar contains "Home", "Individuals", and "My Information". A dropdown menu is open under "Individuals", with "Pending Requests" circled in red. Below the navigation bar, the dashboard is divided into sections: "Quick Links" (with links for Pending Individuals, My Profile, and Add New Individual), "Access Code" (with an input field and a Submit button), and "Enrollment History". The "Enrollment History" section features a bar chart titled "Your Enrollments - Past 30 Days". The chart's y-axis is labeled "Enrollments" and has a value of 0. The x-axis lists enrollment types: PLATINUM, GOLD, SILVER, BRONZE, EXPANDEDBRONZE, CATASTROPHIC, HIGH, LOW, and MEDICAL. A legend indicates that the bars represent "Enrollment Type". All bars in the chart are at the 0 level.

14) Click on the “Action” gear drop-down and click on “Accept.”



Home Individuals My Information

Individuals 2 Pending Individuals

Refine Results By (Reset all)

First Name

Last Name

Request Sent

From:

To:

Name	FAMILY SIZE	Request Sent	Actions
Test Individual	N/A	08/21/2019	
Peter Wilson	2	08/22/2019	<div style="border: 1px solid red; padding: 2px;">Accept Decline</div>

N/A - Not Available

15) The consumer will move from pending request to the "Active Individuals" queue.

The screenshot displays the Nevada Health Link interface. At the top left is the logo with the text "nevada health link" and "connecting you to health insurance". On the top right are navigation links: Home, Help & Support, and My Account. Below this is a green navigation bar with "Home", "Individuals", and "My Information". The main heading is "Individuals". A search bar contains the text "Search" and a plus icon. To the right of the search bar is a "Sort by:" dropdown menu set to "Due Date (first due)" and an "Export as Excel" link. Below this is a table with the following structure:

#	HOUSEHOLD	STATUS	COVERAGE
1	TEST INDIVIDUAL		

Below the table entry, the following information is displayed:

Phone: 5104587865 Application Year:
Email: indst627@mailinator.com Current Status: No Application Found

At the bottom of the entry are several action links: Account, Household, Eligibility, Comments, Resend Activation Email, Mark As Inactive, and Contact Nevada Health Link.