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 selfservice 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 nealth link concerng pro to health insurance	💏 🌌 Help & Support 👻 My Account 👻
New Agent Registration	
Steps Agent Information	
	ion so we can certify you to make your services available on Nevada. After a quick review, we'll send you an rour application has been approved.
First Nan	e*
Last Nan	e*
Nevada Agent License Num	(Not your NPN)
Agent N	PN
License Renewal Dat	•
Primary contact numb	r* []
Business Contact Ph Num	
Alternate Phone Num	ber
Fax Num	ber
Preferred Metho Communicatio	
Business Nan	e*
Federal Employer Identifica Number (Ell	Ion What if I don't have an EIN?
Business Address	
Address line	1*
Address lin	e 2 Apt, Suite, Unit, Bldg, Floor, etc
C	у*
Sta	e* Nevada •
Zip.com	e*
Correspondence Addr	ess
Same as business add	ess 🕅
Address line	1* Januari Indentifia
Address lin	e 2 Apt, Suite, Unit, Bldg, Floor, etc
c	y*
Sta	e* Nevada •
Zip.coc	e* month
NEXT	

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.

connecting you to health link	🕷 🌌 Help & Supp	iort - My Account -
New Agent Registr	ation	
Steps	Step 2: Profile	
✓ Agent Information		
✓ Profile	Provide information about you and your business for your public profile. This information will be viewed by Nevada Health Link users looking for agents on exchange. The more information you provide, the more they're likely to contact you.	
	Clients Served Q 🛛 Individuals / Families	
	Languages Select Some Options	
	Product Expertise 🙍 🗑 Health	
	Dental	
	Vision	
	Life	
	Medicare	
	Medicaid	
	Workers Compensation Property/Casualty	
	Property/casualty	
	Your Website Address	
	Your Public Email 👰	
	Education Select •	
	About Yourself	
	Upload Photo Choose File No file chosen UPLOAD You can upload a JPG, 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":

connecting you to health linsu				* 🎤	Help & Support +	My Account 👻
Broker Ch						
Steps	Certification Status					
Agent Information		Agent Number				
Profile		Application Submission Date				
		Certification Status	Pending			
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	
<u>Nevada</u> link inte	ve 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 b your web browser window: nvuat.ghixqa.com/hix/inbox/home
<u>Remin</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	t 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> .
019 Neva	da 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				* 2	● Help & Support ▼	My Account 👻
	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.

nevada health link				* 20	Help & Support 👻	My Account 👻
Individuals • My Information • Notifications 1 items in Inbox; 0 unread Search	Your Nevada Health Link cer	rification status has here	in changed			-
Folders	From: E To: Sent:	xchange Admin	1766_1562182068378 pdf(42 K)			
	Novada Health Link - Your Novad	la 1/1	○ ± Ѣ [^]			
	To: CARSON CITY, NY 199700 Dear Your antifaction status with Neoda He Pier to Nio shange, your certification sta Your neo certification status in C ortific Ny, neo certification status in C ortific Ny, neo certification status in C ortific		++ +h broker admin posta at -			

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

correcting you to health link	0 000000 047661
Reference number:	
July 03, 2019	
To:	
CARSON CITY, NV 89706	
Dear Broker One,	
Your certification status with Nevada Health Link has chang	ed.
Prior to this change, your certification status was: Pending.	
Your new certification status is: Certified. You now have ac https://enroll.nevadahealthlink.com	cess to the Nevada Health Link broker admin portal at:
Thank you, Nevada Health Link	
Contact Information	
For free, in-person assistance, visit the broker direct	ory at <u>enroll.NevadaHealthLink.com/findabroker</u> .
For technical support or language assistance, call 80	10-547-2927 or TTY 711
 For access to your account, visit <u>enroll NevadaHealt</u> 	h <u>Link.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 Individuals 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	Enol 10 10 10 10 10 10 10 10 10 10 10 10 10	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 -
W 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	
		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.

ሰ 🏊	Help & Support - 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 Individuals - My Information -	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".

health link 🖷	Help & S	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	×	
			n extra layer of security to your account. We may ask this question to verify your security in certain specific		
		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	Help & Support + My Account +
	Account Settings Dashboard
Tudividuals • My Information •	Logout

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

		* 20	Help & Support +	My Account +
Account Settings				
Password	CHANGE YOUR PASSWORD			
Security Question	What was your childhood nickname?			
	CHANGE YOUR SECURITY QUESTION			
Email Address	CHANGE YOUR EMAIL ADDRESS			
	Paseword Security Question Answer	Password CHANGE YOUR PMSSWORD CHANGE YOUR PMSSWORD Security Question What was your childhood nickname? Answer CHANGE YOUR SECURITY QUESTION Email Address	Account Settings Password Password CHANGE YOUR PASSWORD Security Question What was your childhood nickname? Answer CHANGE YOUR SECURITY QUESTION Email Address	Account Settings Password ****** CHANCE YOUR PMSSWORD Security Question What was your childhood nickname? Answer ******* CHANCE YOUR SECURITY QUESTION 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 Email Address		
Current Password *		
New Email Address		
New Email Address		
Confirm New Email Address *		
CANCEL SEND CONFIRMATION M	IAIL	
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.

07-08-201	
07-08-201	
Dear	100.
Nevada He	alth Link has received a request to update your secure Nevada Health Link username from to .
	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	
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 TTY 711
• 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.

Refe	rence 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).

connecting you to health insurance									unt Settings
My Information -								Logo	
Dashboard									
Quick Links	Enrollment History								
Pending Individuals									
🛔 My Profile	Your Enrollments – Past 30 Days								
Add New Individual	irrollment Type								
		ioninent type							
Access Code	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.

Account Settings
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 reference Training and Certification Curriculum	Vinit Yagnik	Russell Cook