Get Covered Illinois
Broker Webinar

Thursday, July 17, 11:00 a.m. CDT

GetCoveredIllinois®
The Official Health Marketplace

Logistics

- **Phone lines are muted upon entry**.
- **To submit comments or questions** or directly chat with other participants, click the icon with three dots at the bottom right of your screen, then select the "Q&A" option.
  - Questions are encouraged!
- We will address questions as they come in, as well as during our formal Q&A session later in today's webinar.
- The **slides, recording**, and **FAQs** will soon be available on the Get Covered Illinois website!
- Please complete the post-webinar survey that will pop up on your screen after exiting the webinar.

Training and Certification Requirements

Carol West

Certification

At Get Covered Illinois, we're committed to our partnership with health insurance agents/brokers certified in Illinois. As part of this support, we have created tools and training to support your efforts in our shared mission of enrolling Illinoisians in coverage. The certification program provides the minimum body of knowledge required for Illinois licensed Agents/Brokers to operate on the Get Covered Illinois Marketplace. The online classes are required to be completed annually.

2026 Plan Year Certification Deadline: October 17, 2025

The Get Covered Illinois Learning Management System

- Email Communication when training is live.
- You will receive a link to create an account.
- You will be asked to enter both your IDOI License number and your NPN numbers.
- 7 Units
- 2 of the modules are pre-requisites and will not be repeated next year.
- Approximately 6 hrs to complete.
- CE credits will be available.

1. Maintain a License with the Illinois Department of Insurance with a health line of authority.
2. (FALL 2025) Register and claim your account with Get Covered Illinois
3. Complete online training and the score 80% on the post-training assessment.
4. Sign the Get Covered Illinois User's Agreement.

Steps to Becoming a Get Covered Illinois-Certified Broker

Broker Data Migration

Brian Gorman

Broker Data Migration

- As part of migrating customer data from HealthCare.gov to autorenew customers for 2026 Open Enrollment, Get Covered Illinois will be also migrating customers' current broker designations to keep customers connected to their current brokers.

- However, HealthCare.gov does **not** provide Get Covered Illinois with all the broker demographic information necessary for this transition.

- Therefore, Get Covered Illinois is requesting demographic **directly** from brokers as part of this transition. Your timely and accurate provision of this information will ensure that you maintain connection to your current HealthCare.gov-enrolled customers.

- This information will be included in your Get Covered Illinois public broker profile (which you will be able to edit after you first log in to your Get Covered Illinois broker portal).

- Inaccurate information may result in the inability to connect you with your clients for plan year 2026. If Get Covered Illinois cannot verify and match you with your clients, we will not be able to keep you as the broker of record for your current HealthCare.gov enrolled customers and you will have to be redesignated to each of them individually.

Broker Data Migration

Get Covered Illinois' Request

- Complete the Broker Transition Information **Form**.
- **Submit your completed form by Thursday, 8/7/25.**
- Questions? Contact the Get Covered Illinois Outreach Team (gci.outreach@illinois.gov)

Data Element	Description
First Name	Provide your full, accurate first name as it would appear on your Illinois Department of Insurance (IDOI) license, in a phone directory or in a Google search.
Last Name	Provide your full, accurate last name as it would appear on your Illinois Department of Insurance license, in a phone directory or in a Google search.
National Producer Number (NPN)	Provide your full, accurate NPN. **Do not** enter your IDOI License number.
Primary Phone Number	Provide your **primary** contact phone number in "XXX-XXX-XXXX" format. **Do not** provide a generic phone number. A cell phone number is preferred.
Email Address	Provide your **primary** email address in "johndoe@example.com" format. **Do not** provide a generic email address.
Agency Name	Provide the full, accurate name of your agency. Do not use abbreviations.
Business Address	Provide your agency's street address, suite number (as applicable), city, state, and five-digit ZIP Code.
Federal Employee ID Number	Provide the FEIN of your agency. **Do not** enter a Social Security Number.
Agency Role	Specify your role in your agency (i.e., Agency Manager or Broker).

Marketplace Integrity and Affordability Final Rule

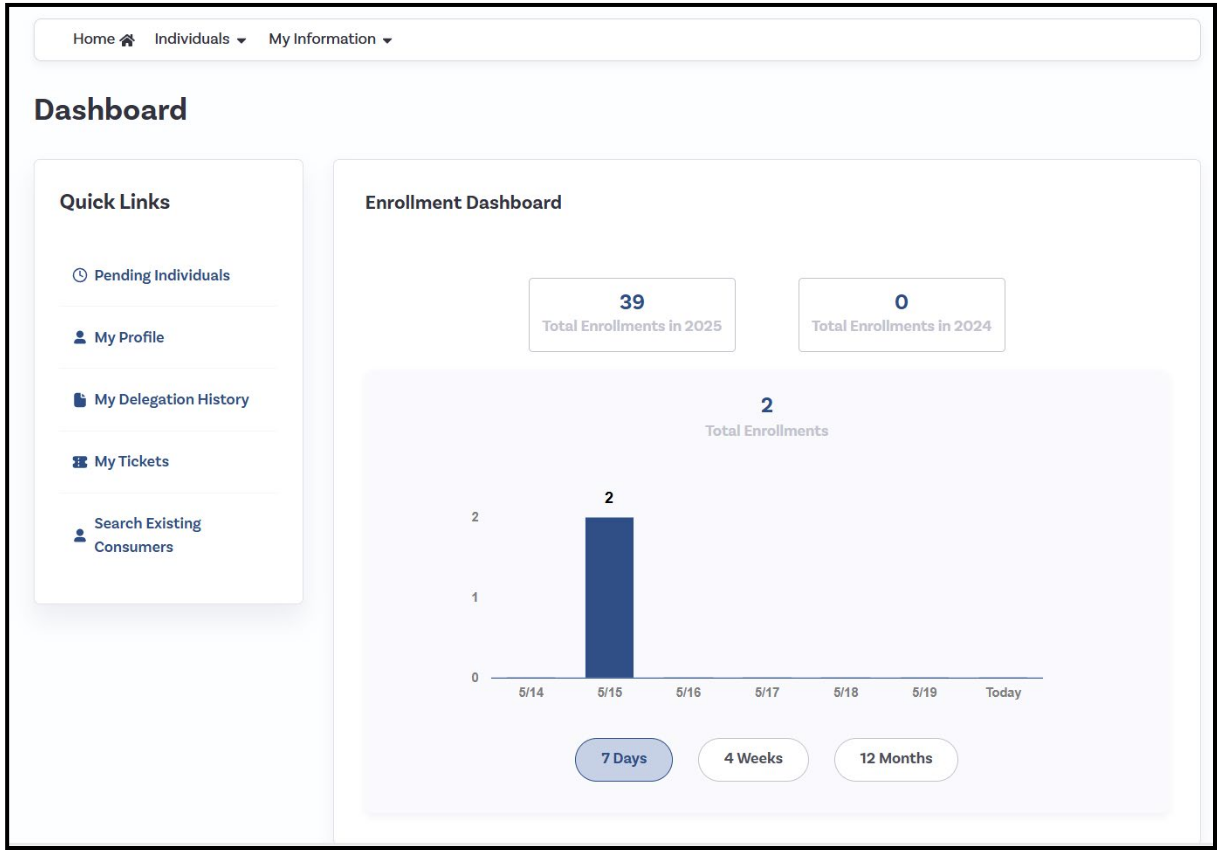
Join us for our August webinar to learn about the Final Rule and role of Get Covered Illinois brokers.

Overview of Get Covered Illinois Broker Portal

The Get Covered Illinois Broker Portal is a dedicated module optimized for Get Covered Illinois-certified brokers to provide support to their customers.

The portal allows agents to manage their Book of Business, process delegation requests, assist consumers with application and plan selection, and set up Broker Connect.

The portal is designed to support both a single broker with a few consumers as well as a single agency with multiple brokers and thousands of consumers.



Key Capabilities

- Manage Book of Business
- Assist customer with their application and enrollment
- Upload documents to address DMIs
- Review customer notices
- Manage Customer Delegations

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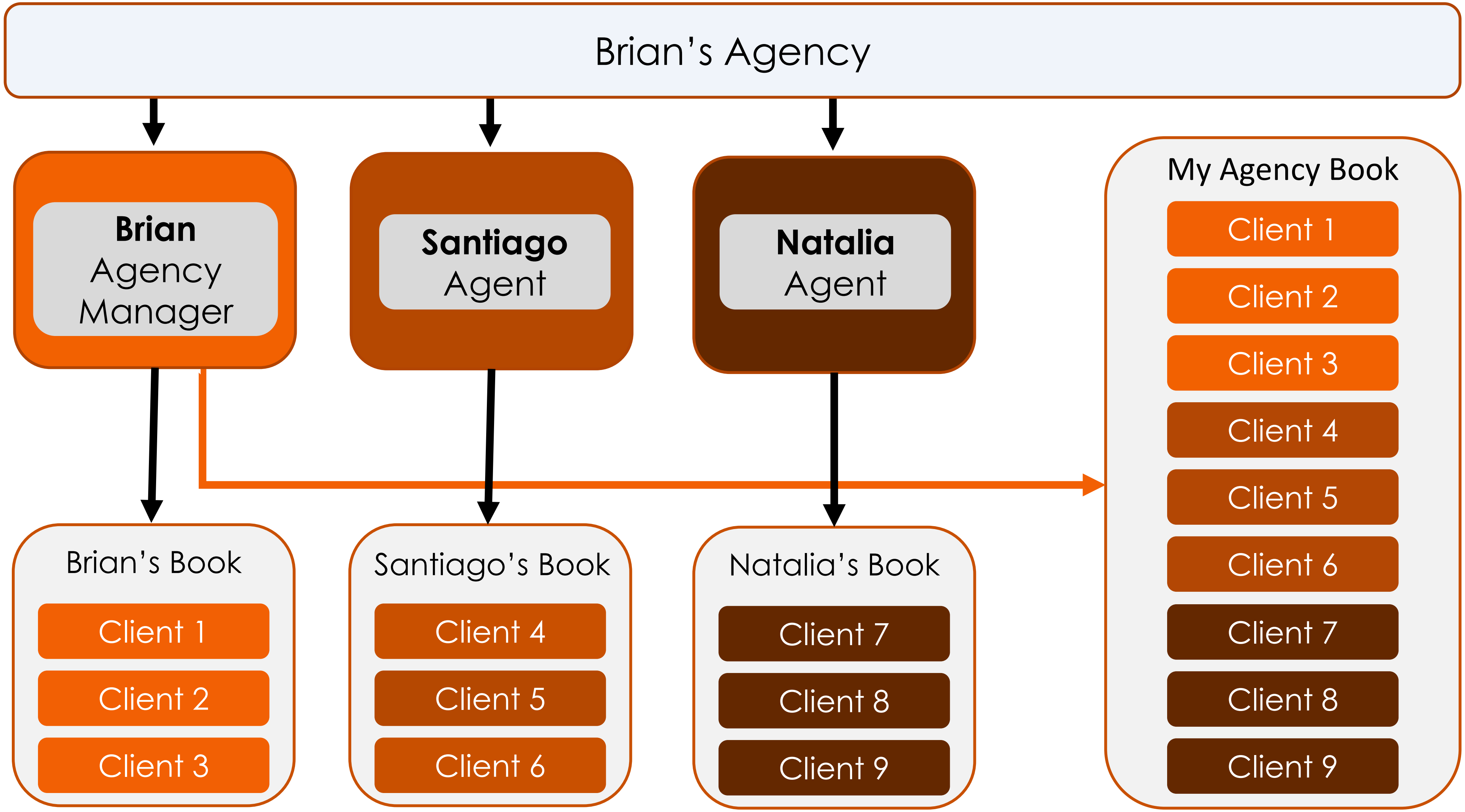
Broker Portal: Agency Model

Get Covered Illinois provides brokers with support using an Agency Model. All brokers will be connected to an Agency and will be one of two main roles: (1) Agency Manager and (2) Broker

Role	Definition
Broker	The Broker role is a certified broker who can: • Manage their Book of Business, and • Take action on behalf of their designated customers.
Agency Manager	The Agency Manager role is a certified broker who can complete all Broker role activities above, **PLUS**: • Manage the Book of Business for all brokers in their Agency • Take action on behalf of designated customers for all brokers in their Agency • Add/Remove brokers from their Agency • Monitor certification status of all brokers in their Agency

Broker Portal: Agency Model



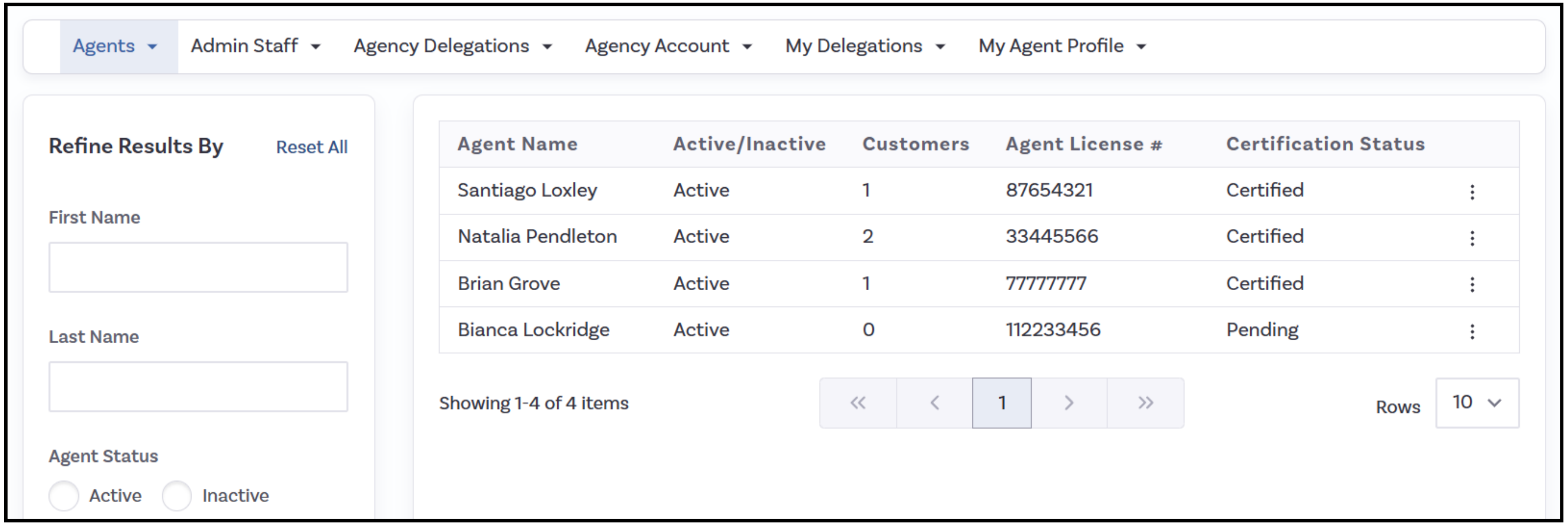
Agency Manager Capabilities

Customer Management

- View Delegation Requests for all customers assigned to a broker in their agency
- View all active Clients within their agency
- View the household details and customer information for all clients in their agency
- Act on behalf of all clients in their agency

Management of Brokers

- View and edit profile of brokers in their agency
- Re-assign individual customer from one broker to another broker within their agency
- Re-assign full books of business from one broker to another broker within their agency
- Add new brokers to their agency
- Monitor certification status of new brokers



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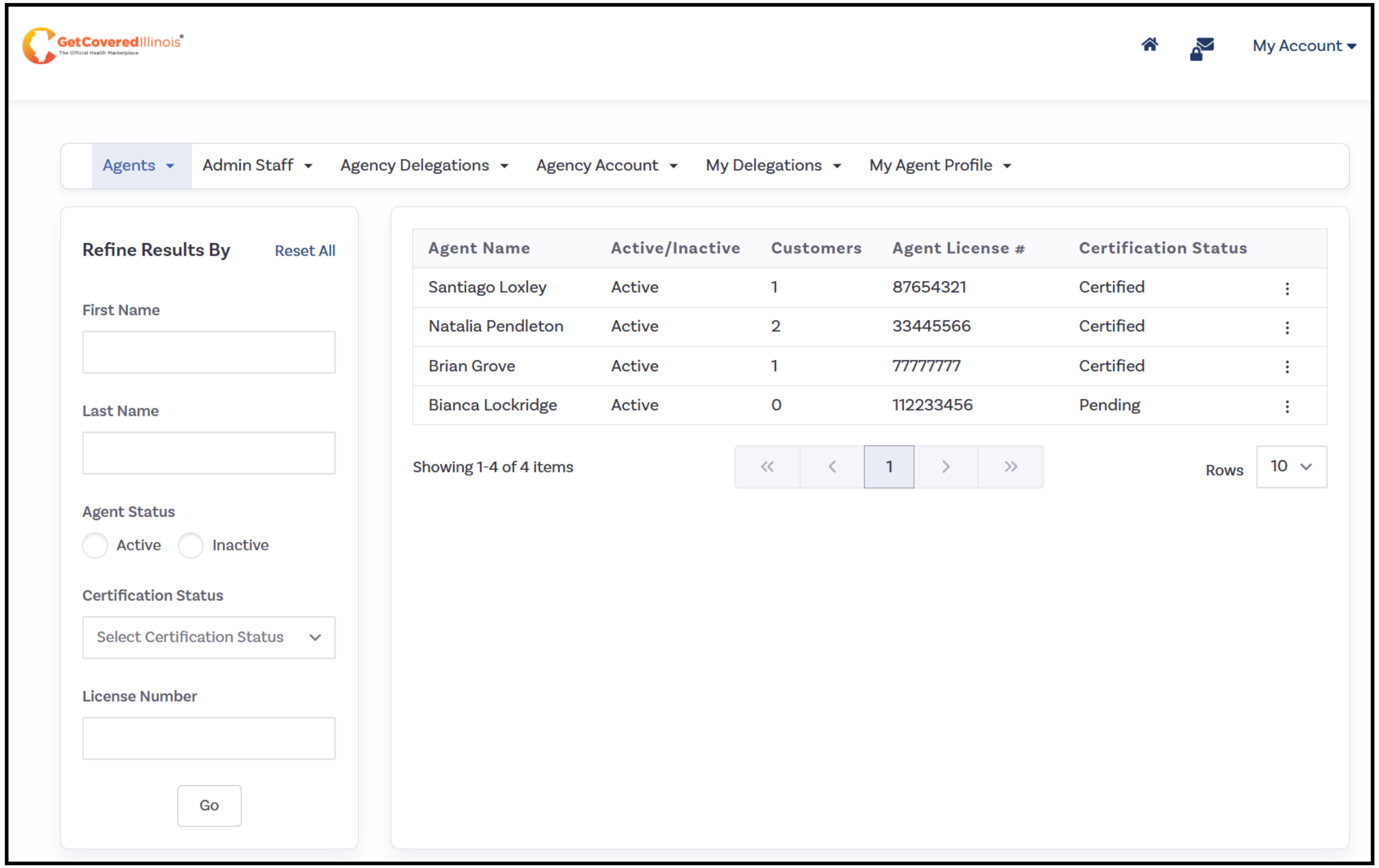
Detailed Walkthrough: Agency Manager Capabilities

The following slides demonstrate the following key capabilities of the Agency Manager Role:

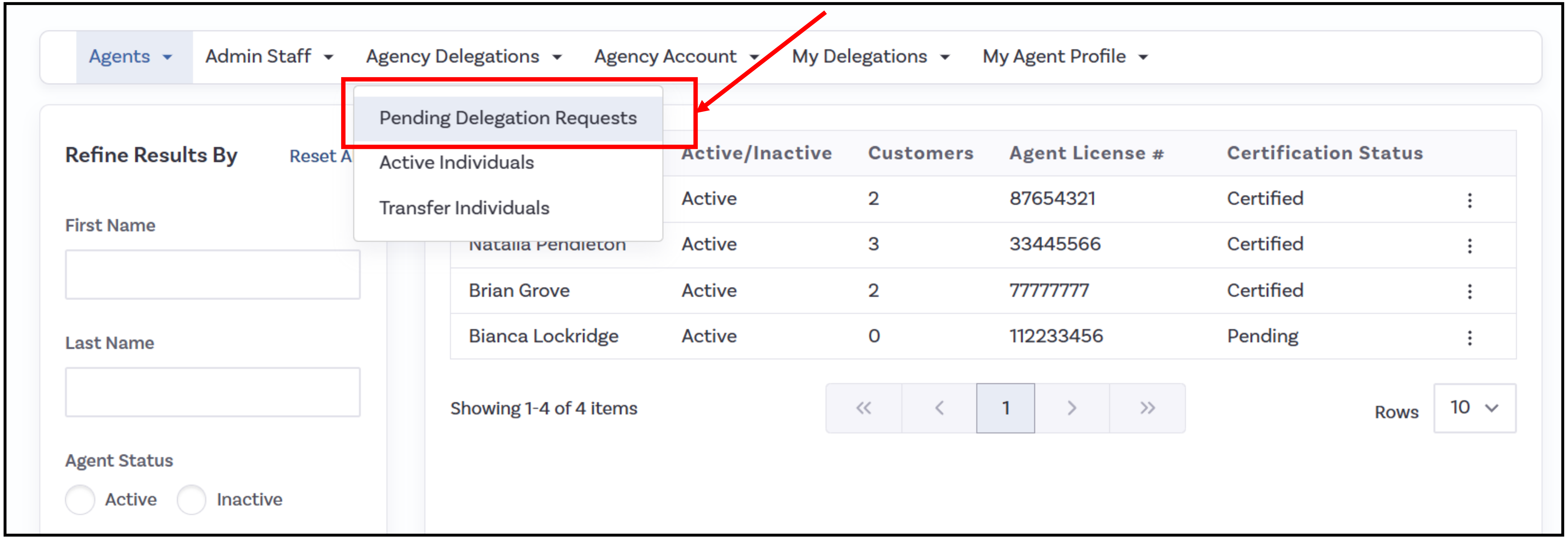
1. Accepting Delegations on behalf of any broker within agency
2. Viewing all customers in the agency's book of business
3. Acting on behalf of customers in the agency's book of business
4. Moving a client from one Broker to a different broker within the agency.

NOTE: The slides are from a test environment and do not reflect Get Covered Illinois' finalized language/content that will be displayed in the portal.



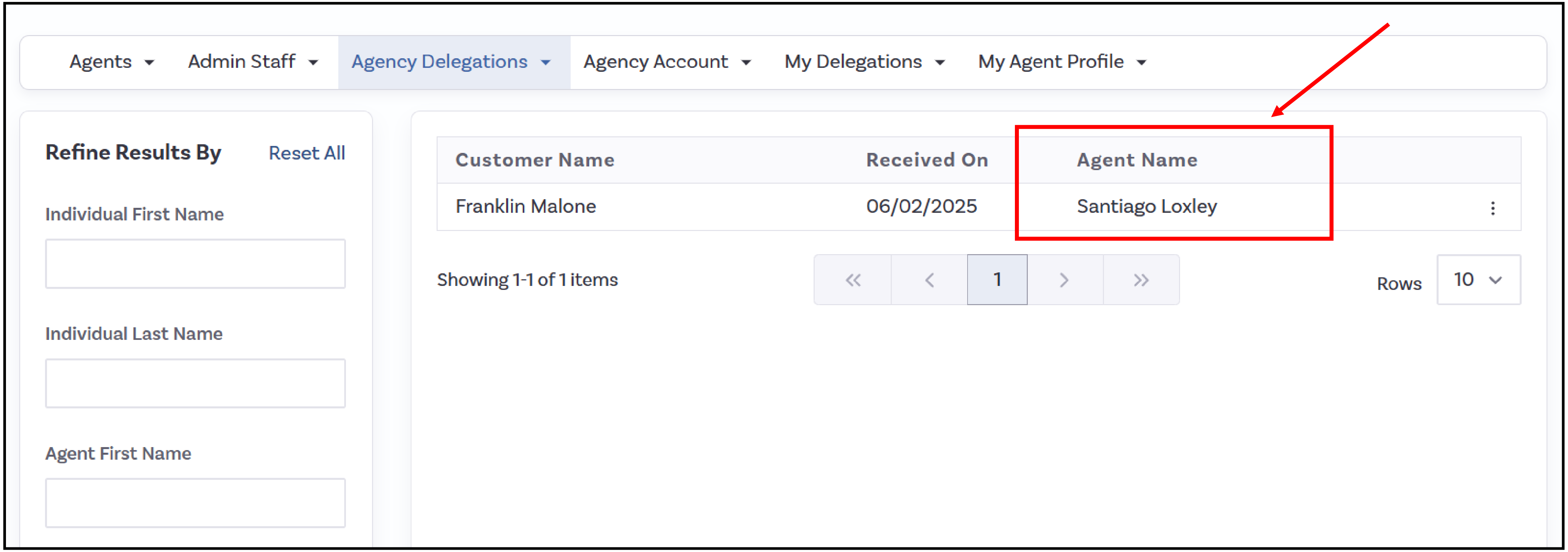
Agency Manager Capabilities: Accept Delegation Requests

Step 1: Agency Manager navigates to "Pending Delegation Requests" under the "Agency Delegations" tab.



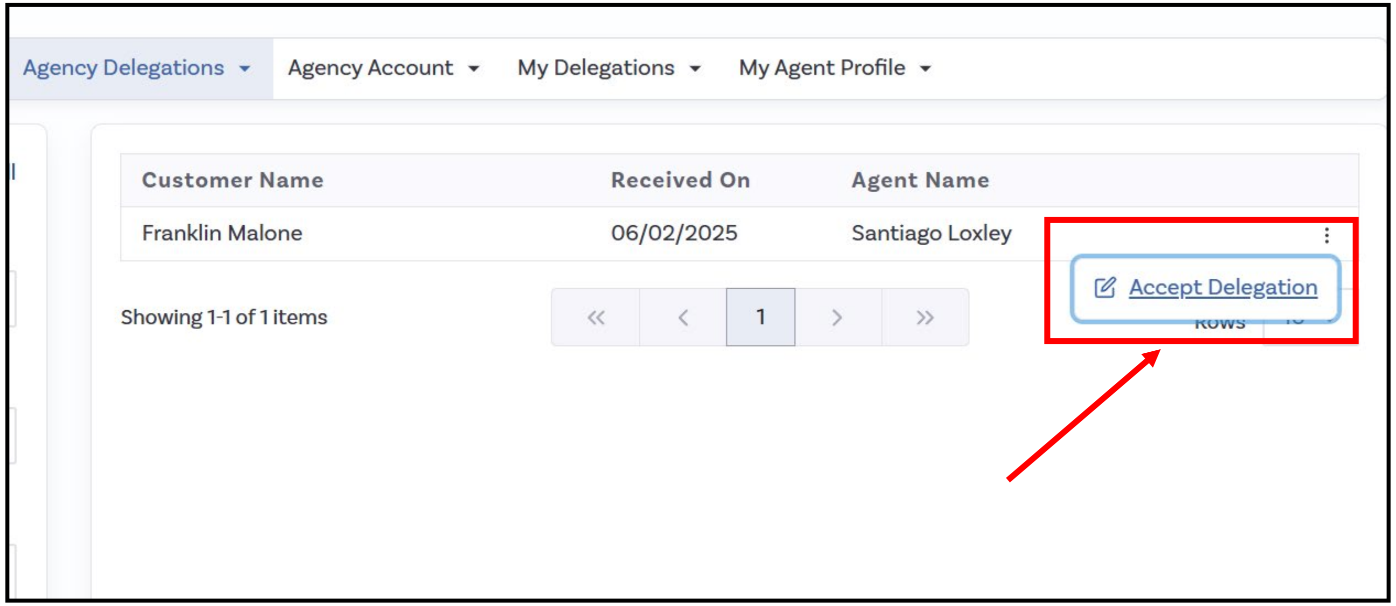
Agency Manager Capabilities: Accept Delegation Requests

Step 2: The Agency Manager can view requests for any agent in their agency. The request below is for Santiago.

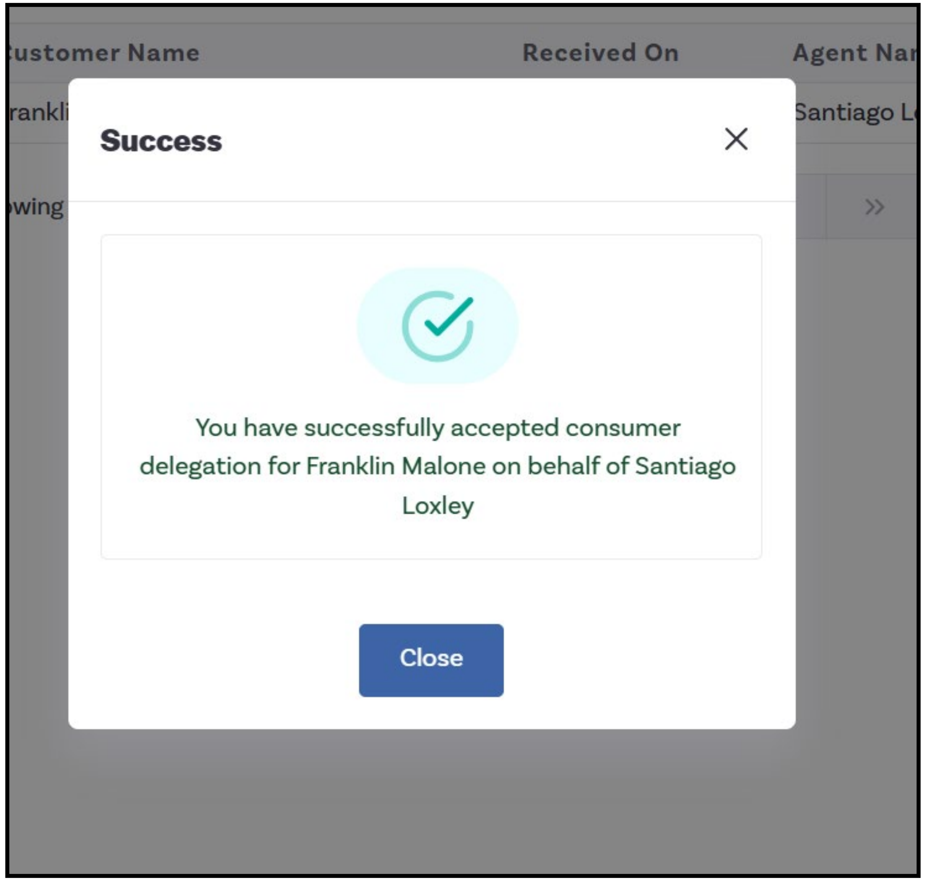


Agency Manager Capabilities: Accept Delegation Requests

Step 3: The Agency Manager selects "Accept Delegation."



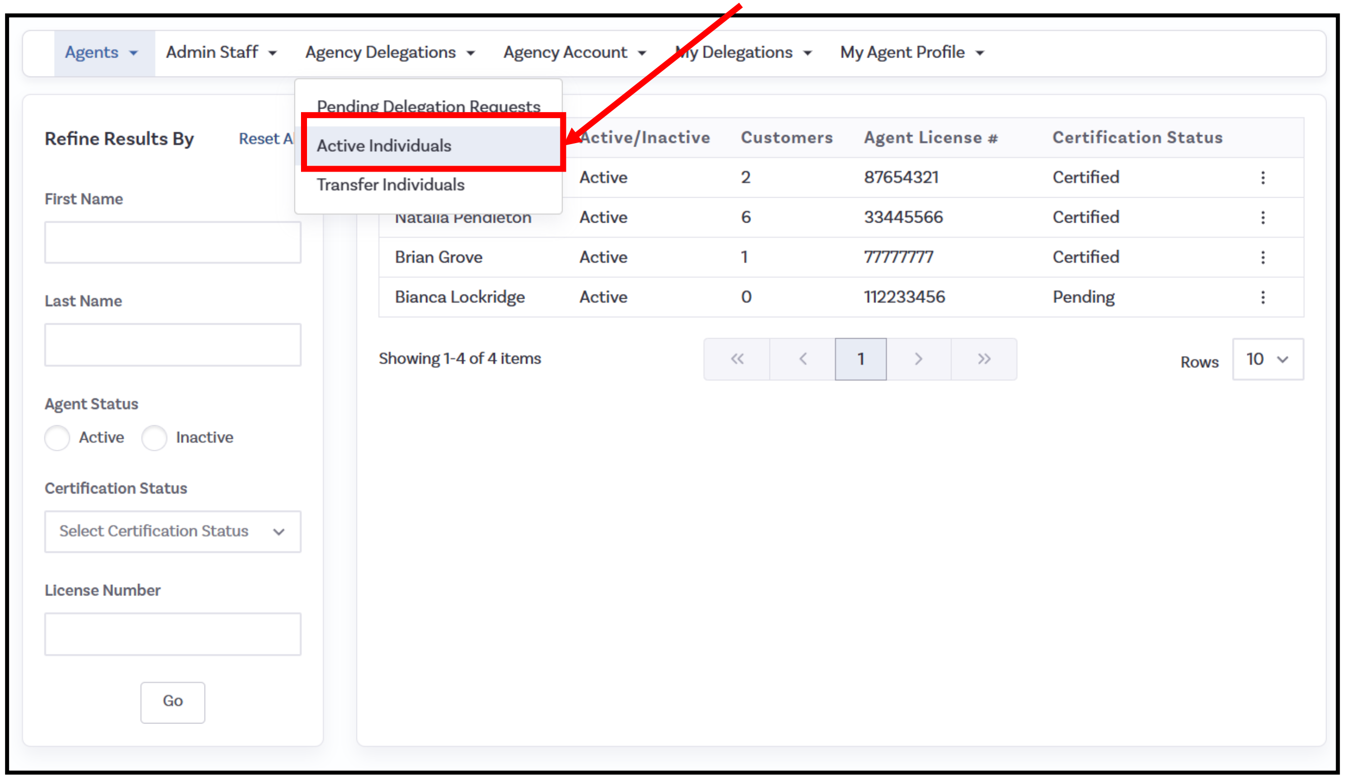
Step 4: The Agency Manager receives a success message that delegation was accepted.



Agency Manager Capabilities: View Individual Account for all Customers in the Book of Business.

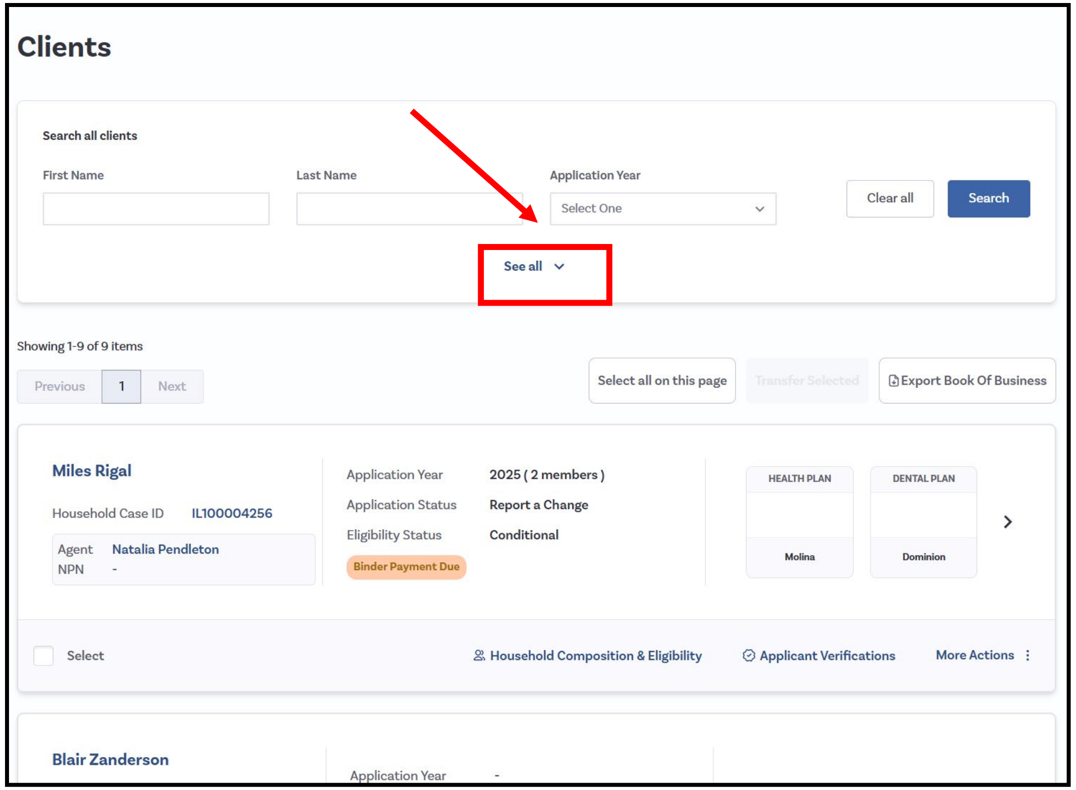
The Agency Manager Brian accepted the Delegation request for customer Franklin Malone on behalf of the broker Santiago. The Agency Manager can act on behalf of all customers within their agency.

Step 1: The Agency Manager navigates to the "Active Individuals" tab under "Agency Delegations."

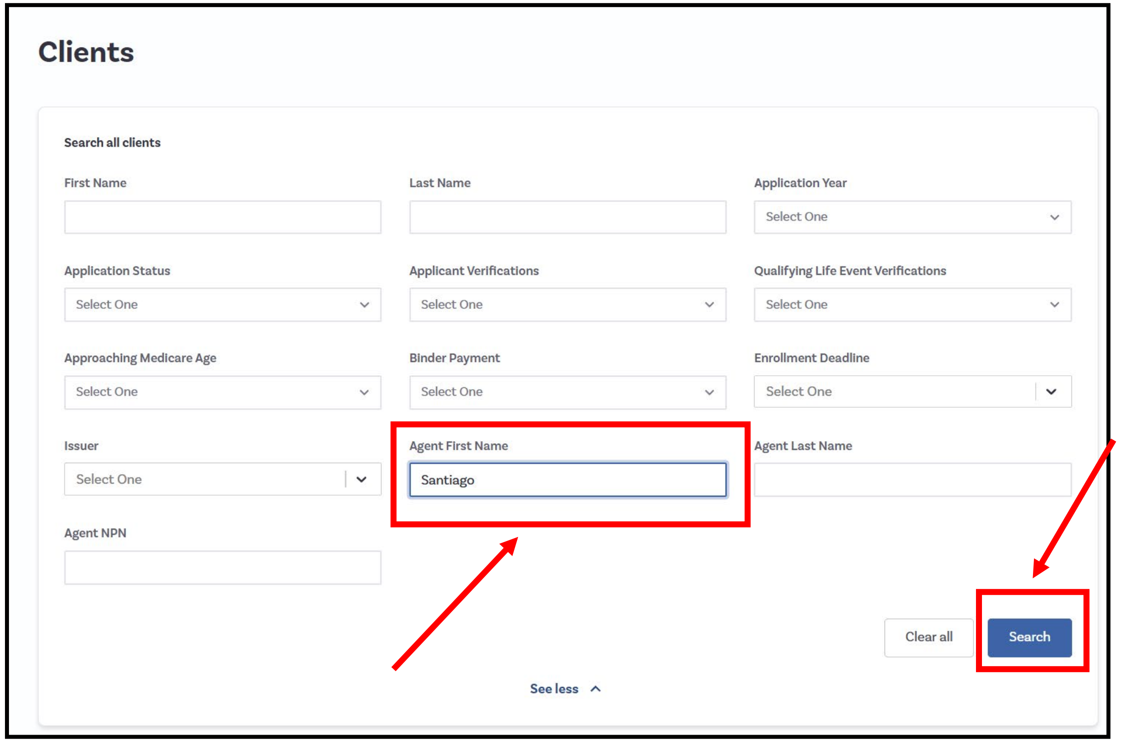


Agency Manager Capabilities: View Individual Account for all Customers in the Book of Business.

Step 2: The Agency Manager can see all customer's in their agency's book of business.

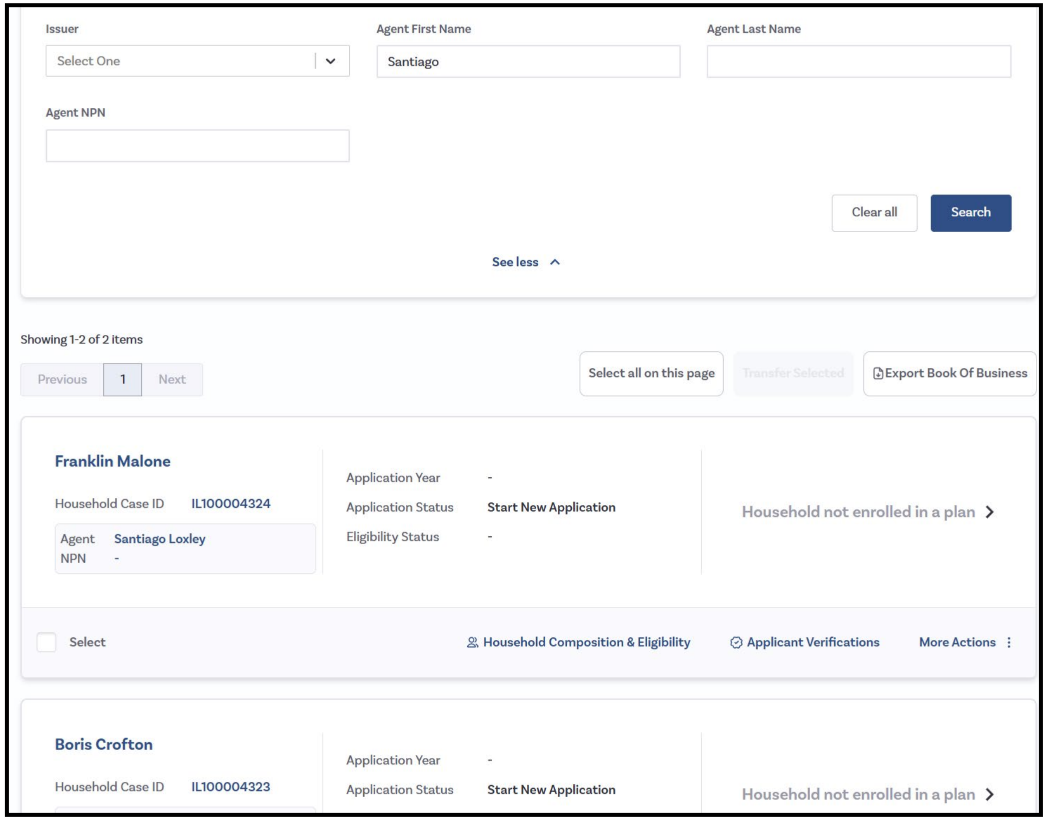


Step 3: The Agency Manager inputs a broker's First Name and selects "Search" to see all of Santiago's delegations.

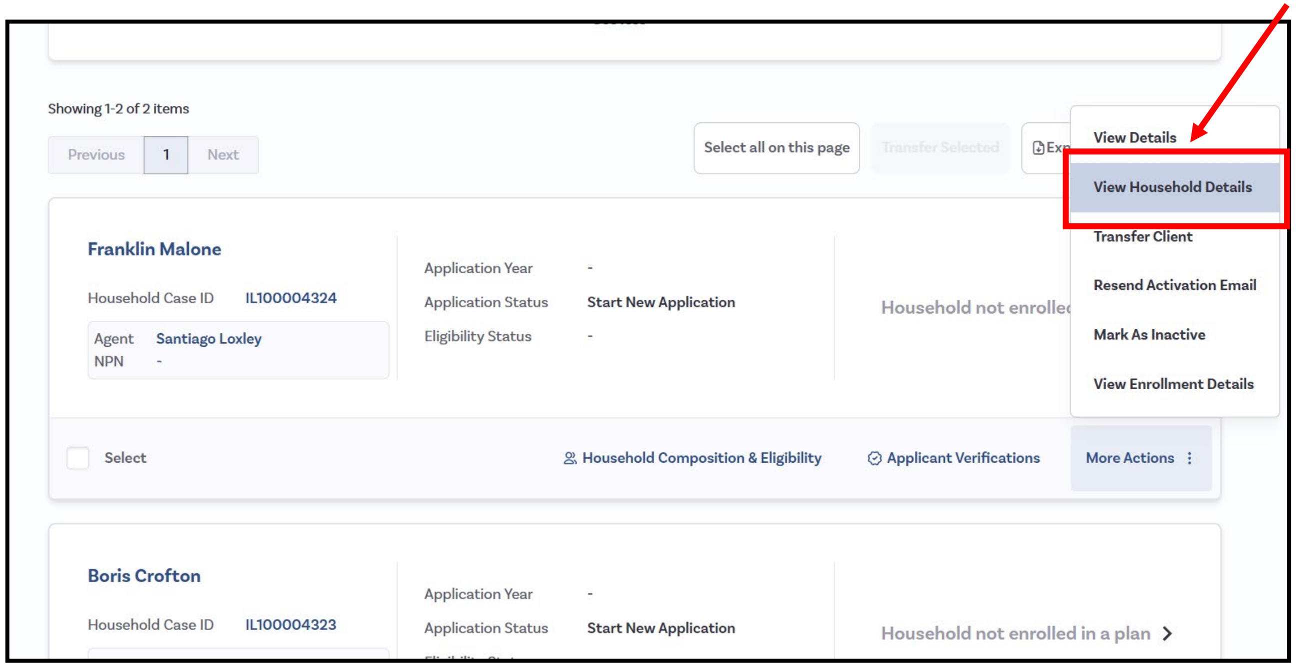


Agency Manager Capabilities: View Individual Account for all Customers in the Book of Business.

Step 4: The Agency Manager can view all of Santiago's customers.



Step 5: The Agency Manager navigates to "View Household Details" to see this customer's account.



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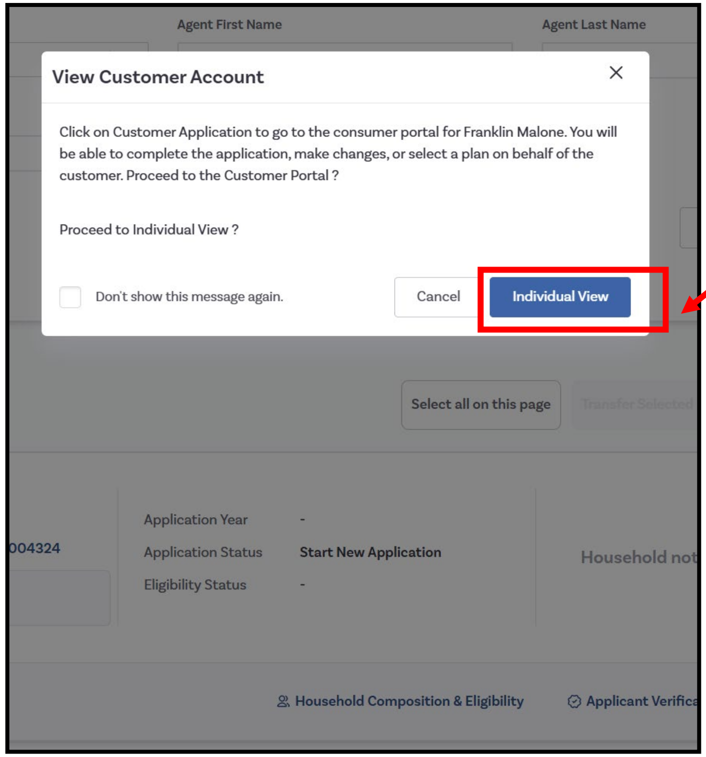
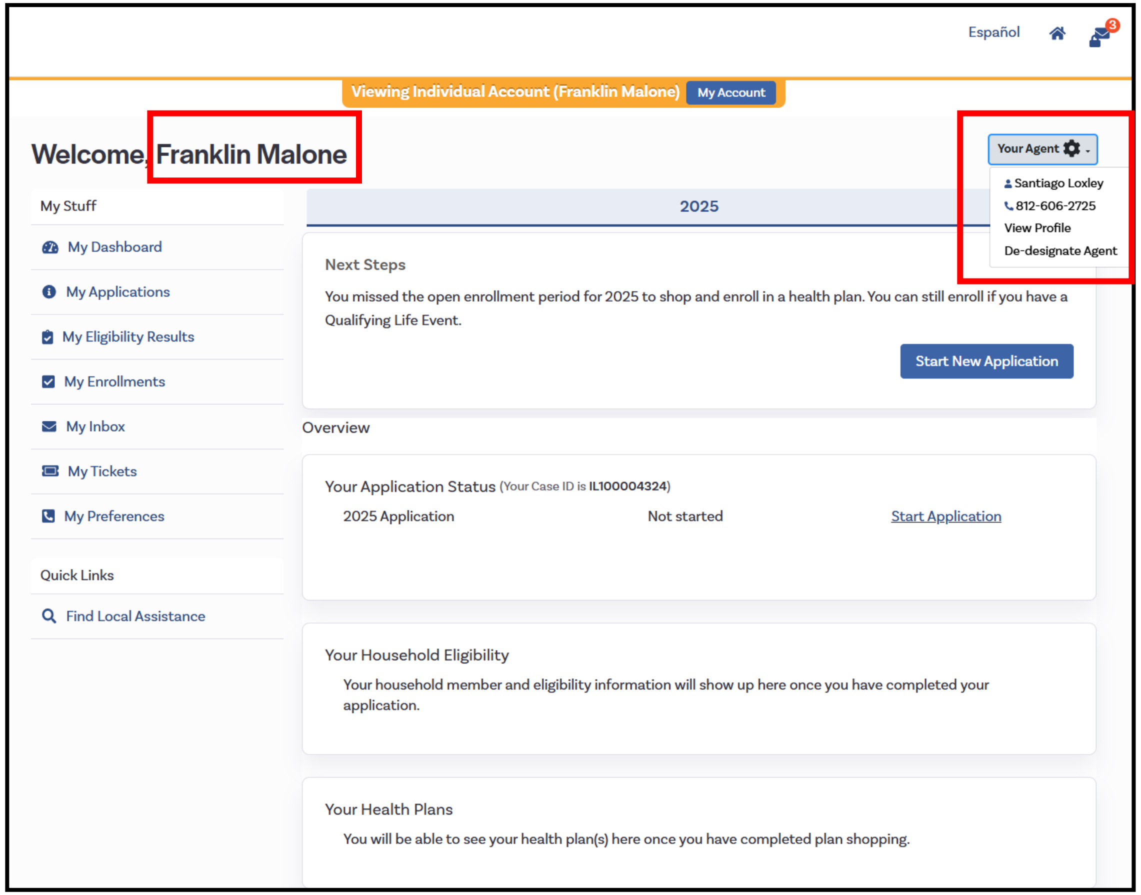
Agency Manager Capabilities: View Individual Account for all Customers in the Book of Business.

Step 6: The Agency Manager selects "Individual View" to see this customer's account.



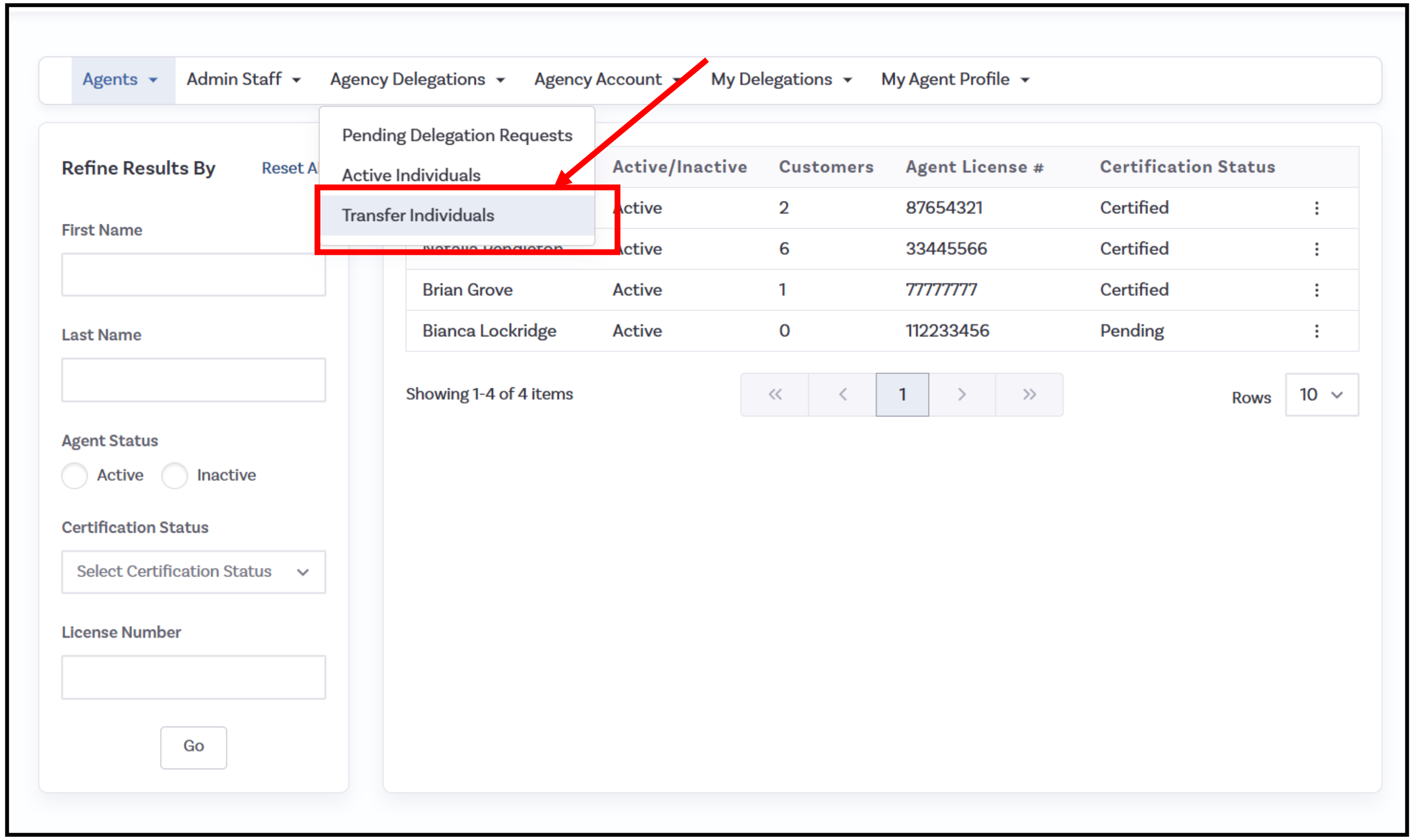
Step 7: The Agency Manager can act on behalf of customer Franklin, who is designated to agent Santiago.



Agency Manager Capabilities: Transfer Consumer from One Broker to Another

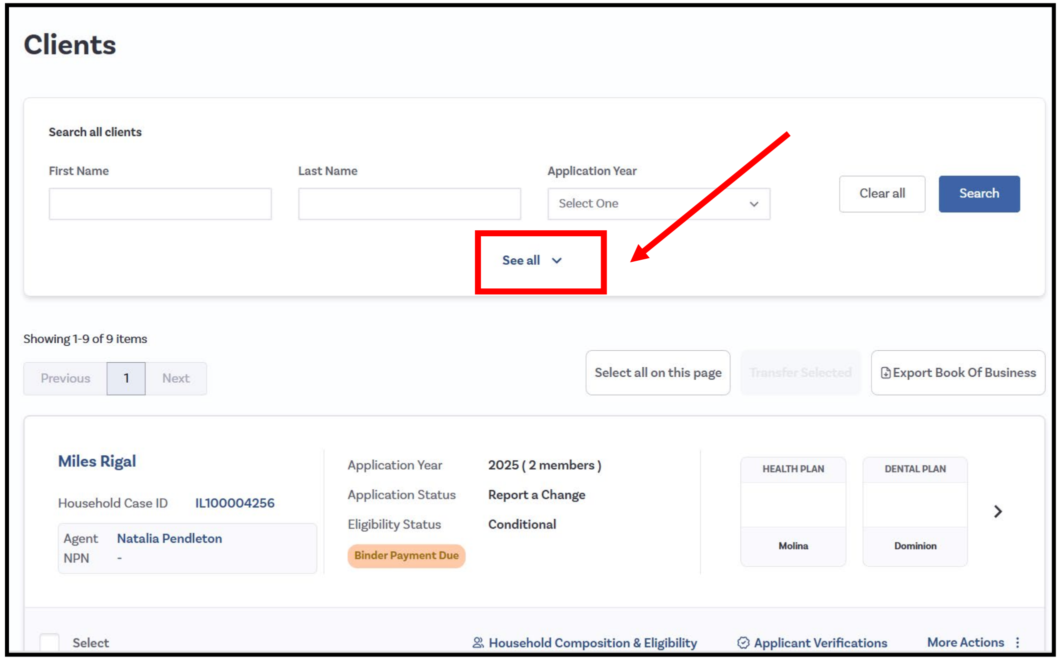
The Agency Manager can transfer a customer from one broker to a different broker within their agency. We will transfer the customer Franklin from the broker Santiago to the broker Natalia.

Step 1: The Agency Manager navigates to the "Transfer Individuals" tab under "Agency Delegations."

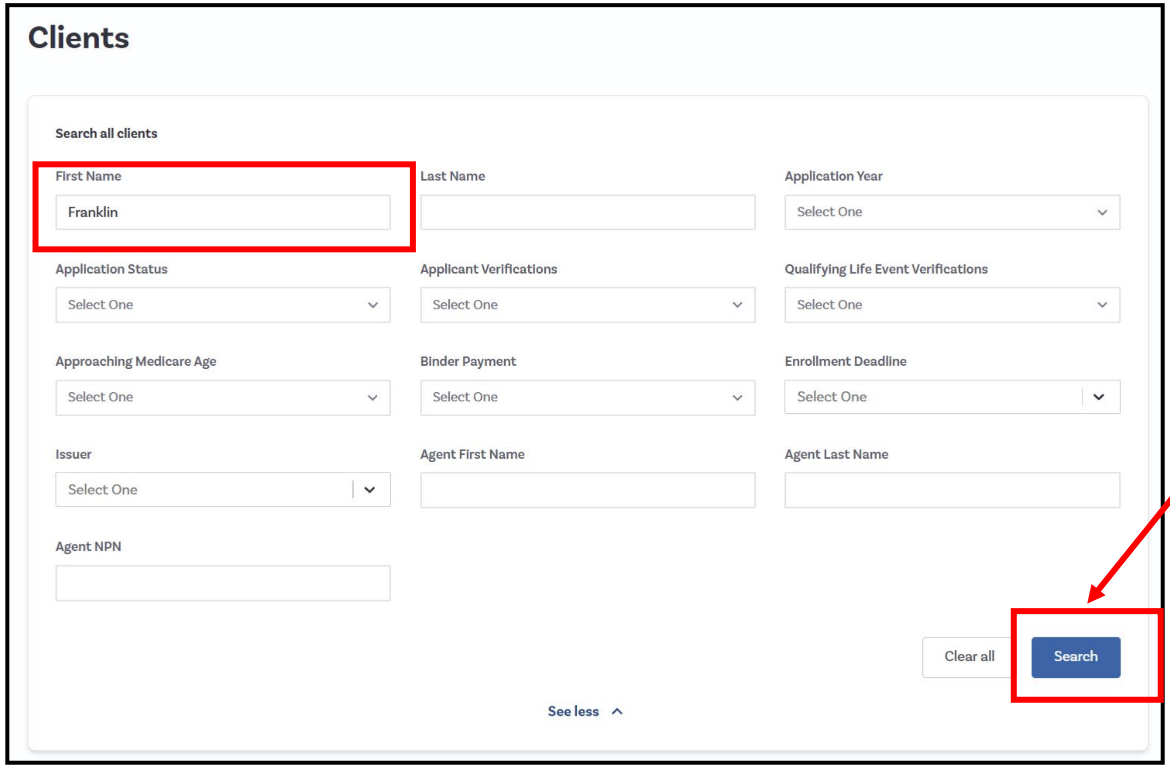


Agency Manager Capabilities: Transfer Consumer from One Broker to Another

Step 2: The Agency Manager can see all clients in their agency. The Agency Manager selects "See all" to expand the search criteria.



Step 3: The Agency Manager adds the first name of the customer, Franklin, and selects "Search."



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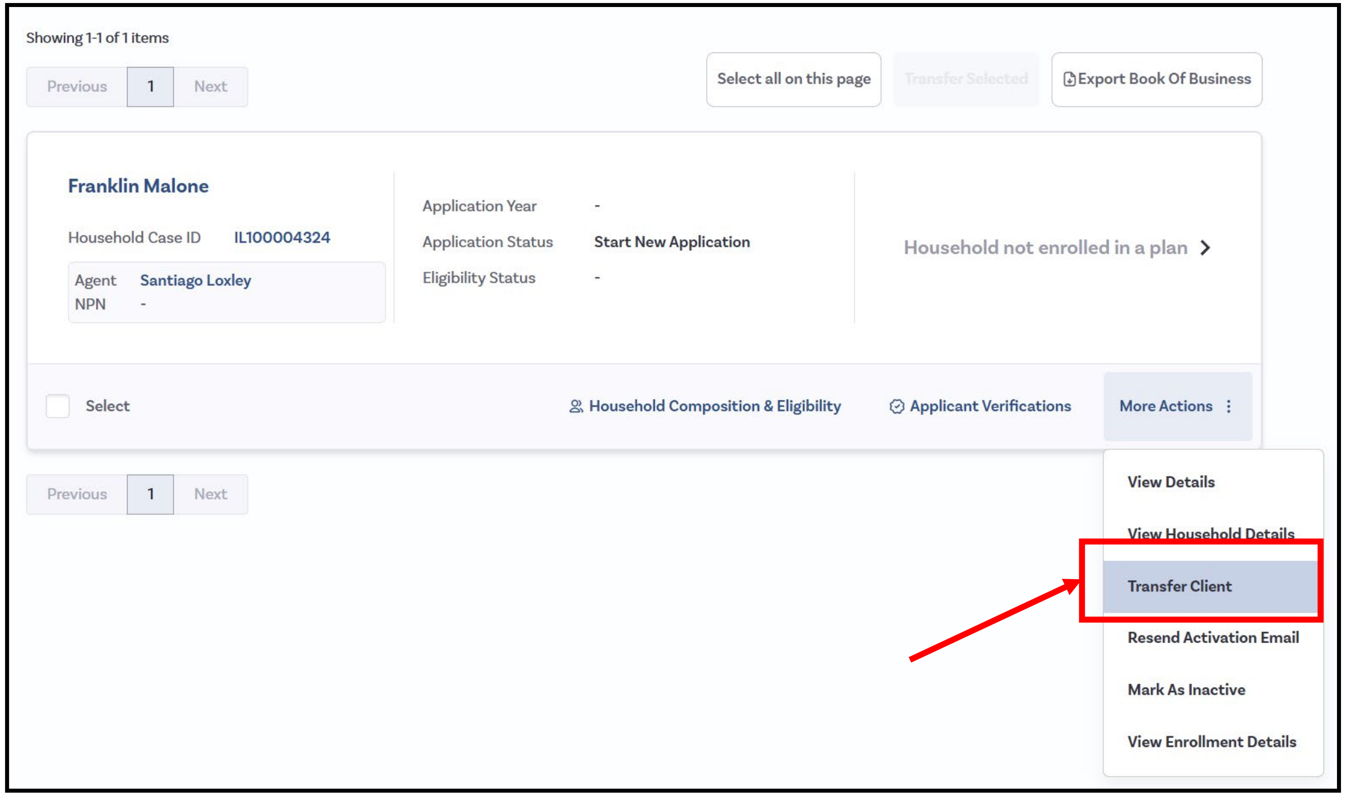
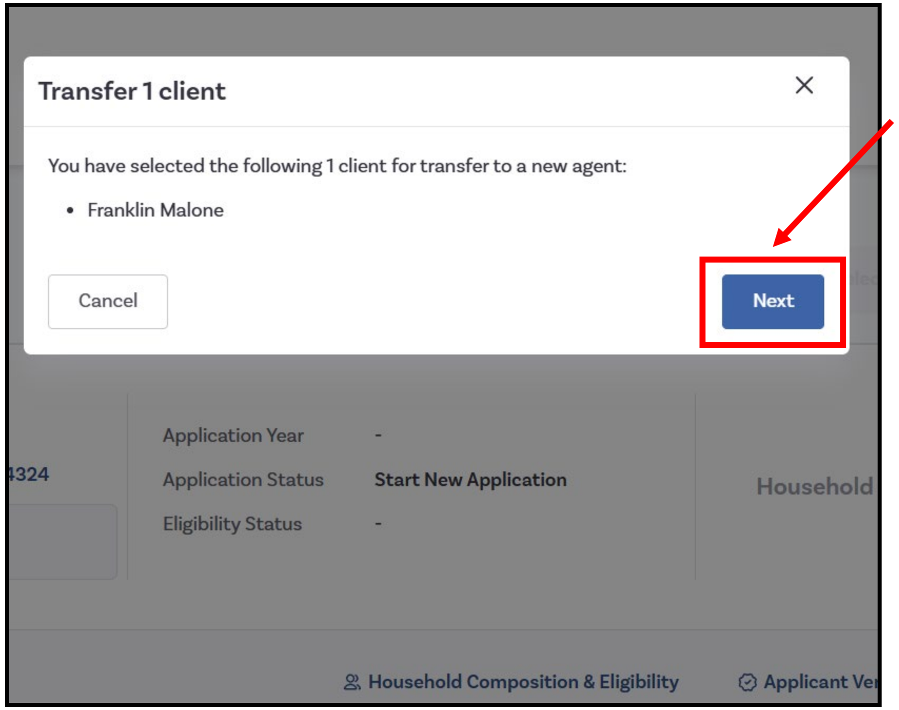
Agency Manager Capabilities: Transfer Consumer from One Broker to Another

Step 4: The Agency Manager selects "More Actions" then "Transfer Client" for the customer to be transferred.

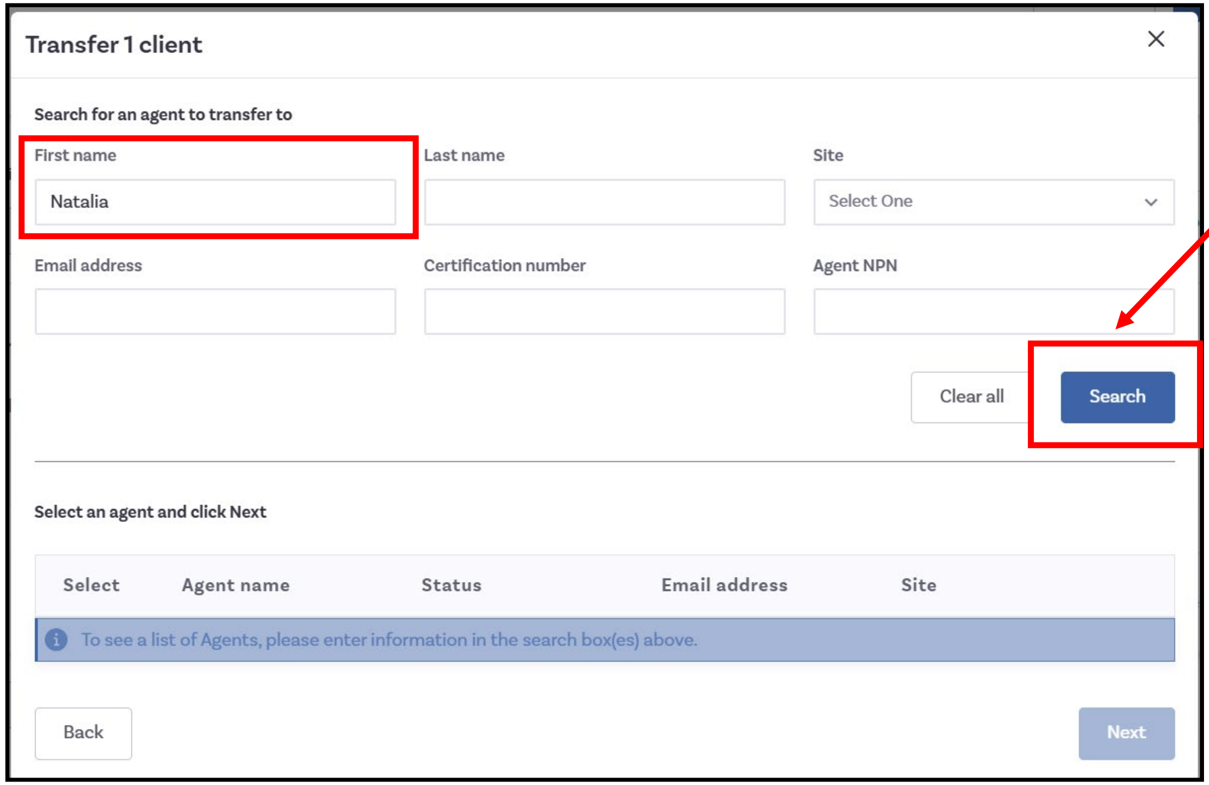


Step 5: The Agency Manager confirms the customer to transfer and selects "Next."

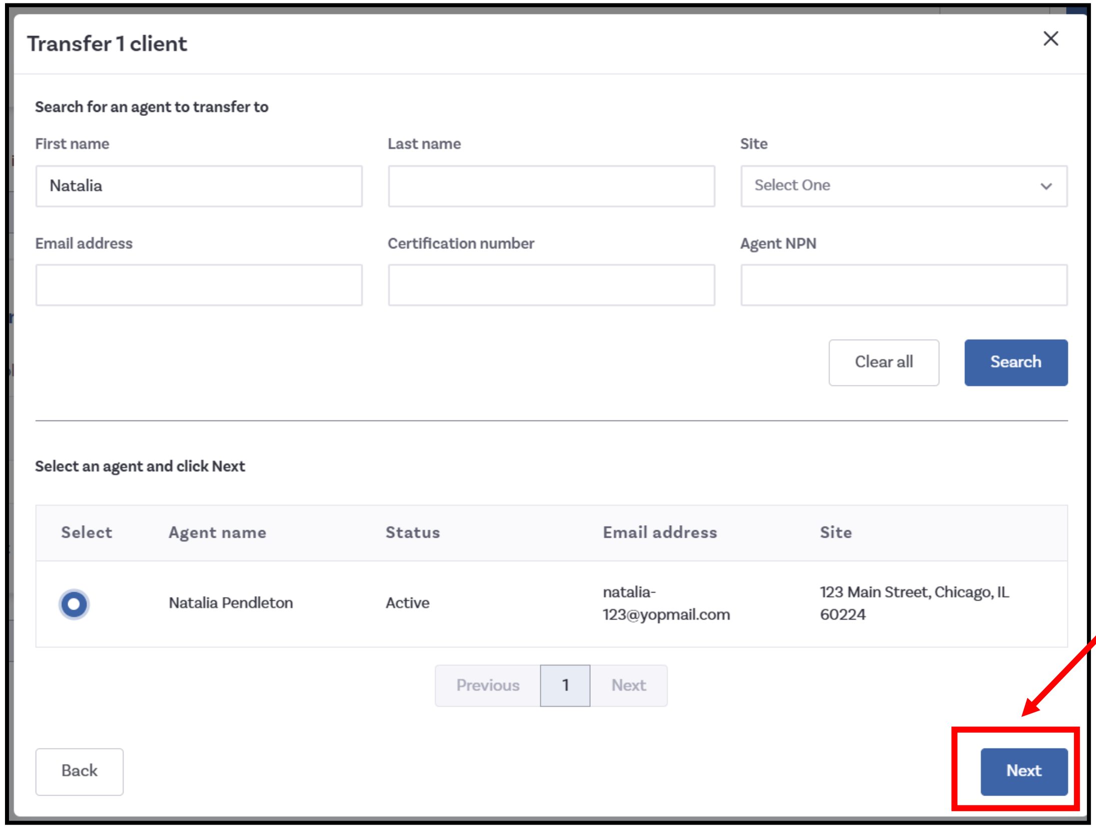


Agency Manager Capabilities: Transfer Consumer from One Broker to Another

Step 6: The Agency Manager enters the name of the broker to receive the transfer and selects "Search."

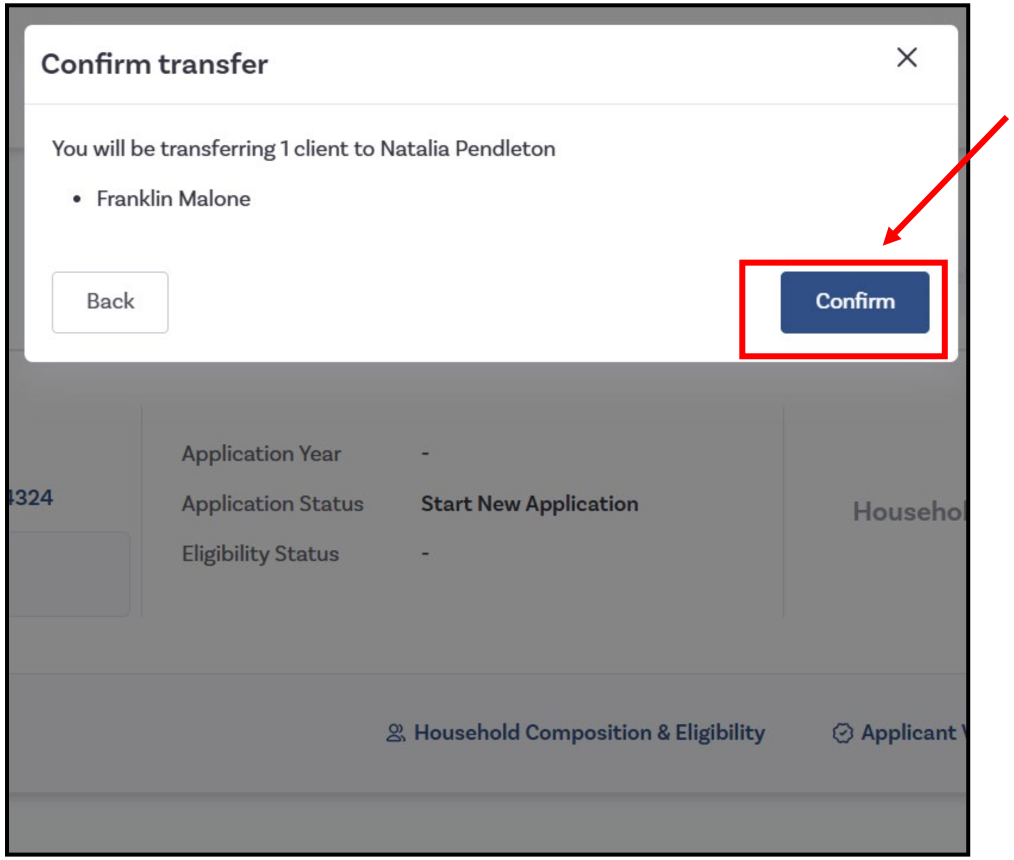


Step 7: The Agency Manager selects the Broker and clicks "Next."

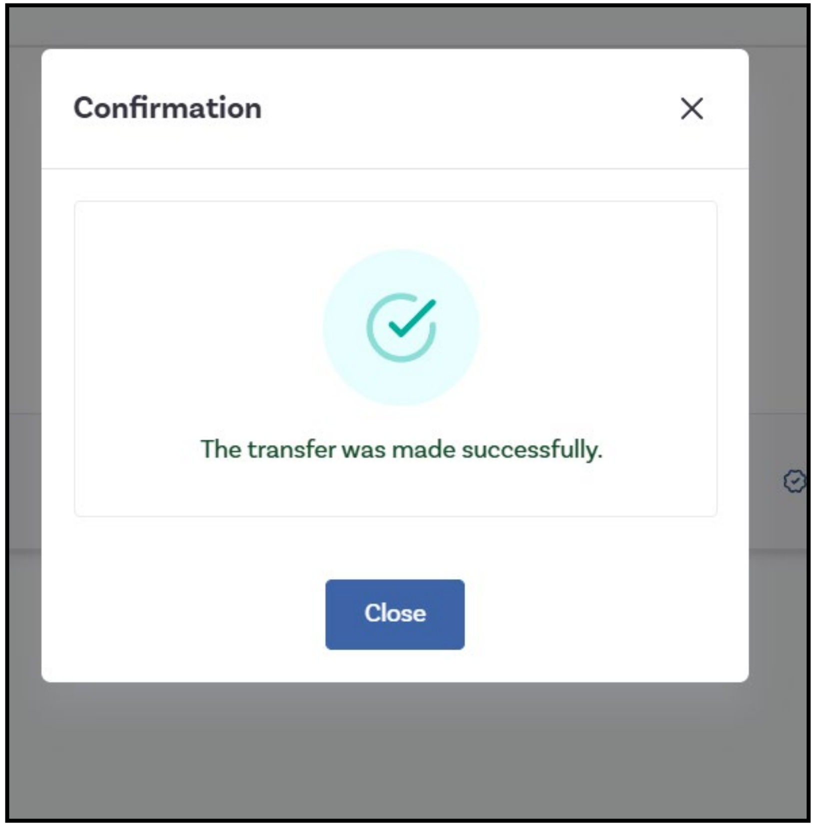


Agency Manager Capabilities: Transfer Consumer from One Broker to Another

Step 7: The Agency Manager selects "Confirm."

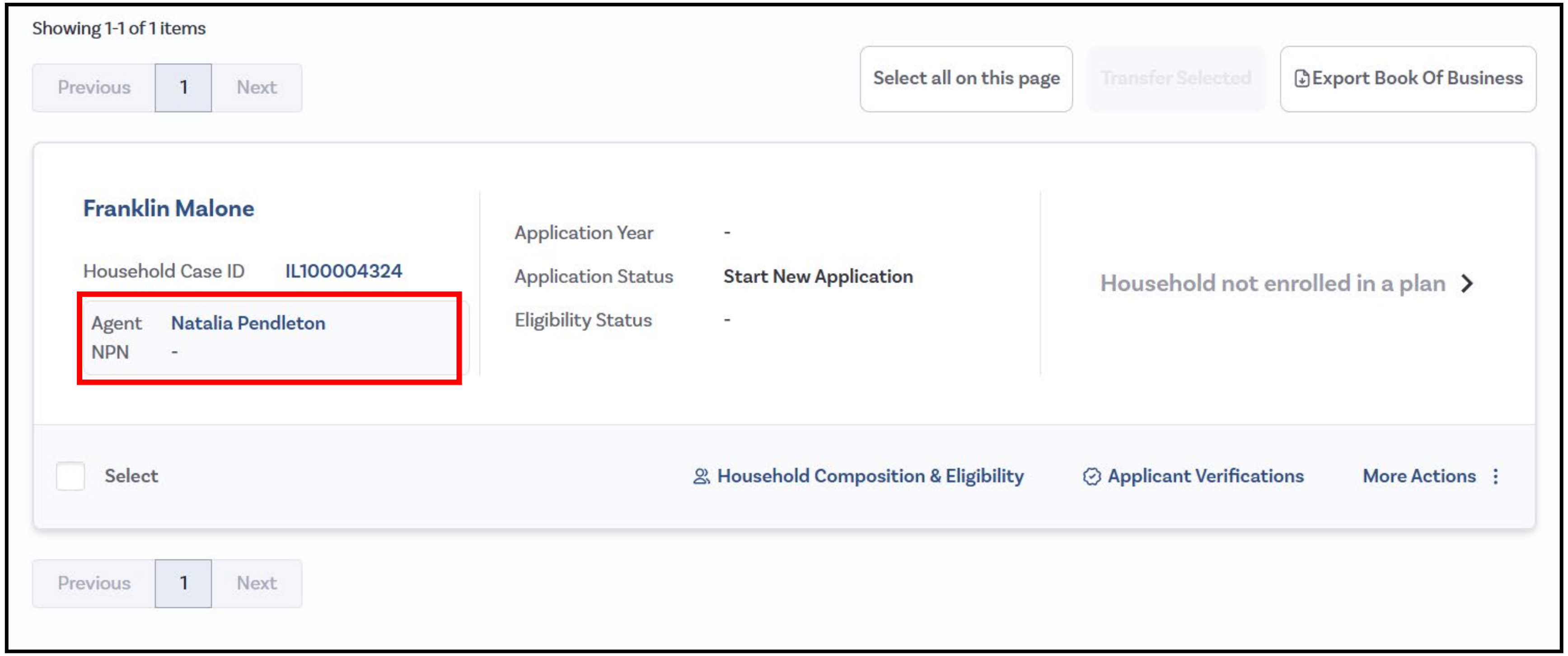


Step 8: The Agency Manager receives a successful confirmation message.



Agency Manager Capabilities: Transfer Consumer from One Broker to Another

Step 9: The customer Franklin is now delegated to the broker Natalia.



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Office Hour: Your Questions Answered!

Question	Answer
Will any CMS training and certification roll over to Get Covered Illinois?	No. Get Covered Illinois will have their own education course that brokers will need to complete to be certified to maintain your Illinois customers.
Will I have access to the client's prior years' 1095 Forms?	All documents from 2025 will be able to be viewed in the HealthCare.gov platform. They **will not** be transferred to Get Covered Illinois.
Will customers be able to stay with their same plans or do they need to be rewritten?	In general, current HealthCare.gov enrollees with 2025 coverage will be migrated to the Get Covered Illinois system prior to Open Enrollment. Get Covered Illinois will renew the customers for 2026 into the same or most comparable plan available. **NOTE:** If customers make a change to their 2025 HealthCare.gov coverage late in the year or during OE, customers may need to also update their 2026 Get Covered Illinois coverage.
Who do we call if there are issues with applications?	The Get Covered Illinois Customer Assistance Center will be available Monday through Friday, from 8:00 AM to 8:00 PM. Customers can call 1-866-311-1119 (TTY – 711). Starting in October 2025, the Get Covered Illinois Assister & Broker Support Team line will be available to support.

Office Hour: Your Questions Answered!

Question	Answer
Will Illinois maintain the same enrollment deadlines and policies as HealthCare.gov?	Customers must enroll by: • 12/15/25 for coverage effective 1/1/26, **or** • 1/15/26 for coverage effective 2/1/26 Get Covered Illinois will make state-level decisions for enrollment deadlines and grace periods. These may vary from the HealthCare.gov platform. Always refer to Get Covered Illinois resources to confirm state-specific requirements.
How will the change to Get Covered Illinois from HealthCare.gov affect the broker's commissions?	This change **will not** impact brokers' commissions. Commissions are determined by the insurers. Get Covered Illinois will capture broker associations at any stage of the customer journey and send regular updates to insurers.
When will we know which marketplace carriers will be available in our area?	Draft rates are available through the Illinois Department of Insurance's (DOI's) **website**. We will provide more information in the coming months.

Your Questions

Next Get Covered Illinois Broker Webinar

Join us for our next webinar!

Thursday, August 14, 2025, 11:00 AM CDT

Broker Webinar Resources:
https://getcovered.illinois.gov/resources/broker-webinar-material.html

- Recordings of Past Webinars
- Slide Decks
- FAQs
- Broker Transition Information **Form**

Please complete the post-webinar survey that will pop up on your screen at the end of the webinar.

Thank You!