

Get Covered Illinois Broker Office Hour

Thursday, October 30, 2025

11:00 AM CT



The state's official health insurance 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.
- The **slides** and **recording** will soon be available on the Get Covered Illinois [website](#)!
- Please complete the survey that will pop up on your screen after exiting the office hour.

Agenda

- Upcoming Activities and Reminders
- Insurer Crosswalk Reference
- Broker Portal and Customer Search Refresher
- Recent Broker Questions
- Q&A Session



Upcoming Activities and Reminders

What's Happened in October?

- **October 1, 2025:**
 - Customer Assistance Center is open taking calls.
 - **REMINDER:** Call the Get Covered Illinois Assister & Broker Support Team for assistance.
 - Updated Get Covered Illinois [website](#) is live.
- **Week of October 6, 2025:**

Migrated HealthCare.Gov Customers

- Can claim their accounts.
- **No further details available until November 1, 2025.**

Migrated Brokers

- Can start claiming their accounts
- Can clean up their agency setup
- Can update their profile information as needed.
- **Cannot help customers until November 1, 2025.**

New Brokers

- Can create an account.
- If your agency already was migrated, your agency manager will add you to the agency and you will get an email to claim your new account.
- Only create a new agency account if your agency **and** no one from your agency was already migrated.

What's Coming?

- **Week of October 27, 2025:**
 - Migrated customers receiving Get Covered Illinois renewal notices.
 - 2026 Browse for Plans available.
- **November 1, 2025:** Open Enrollment begins at **8:00 AM CT!**
 - Migrated brokers will have access to their migrated book of business.
 - Migrated customers can update their applications and compare plans.
 - New customers can create accounts.
- **December 15, 2025:** Deadline to enroll for January 1, 2026, coverage (without an SEP).
- **January 15, 2026:**
 - End of Open Enrollment.
 - Deadline to enroll for February 1, 2026, coverage (without an SEP).
- **After January 15, 2026:** Enrollment requires a QLE/SEP.

Steps to Becoming a Get Covered Illinois-Certified Broker

Maintain a **license** with the Illinois Department of Insurance with a health line of authority

Complete the **online training** and score at least 80% on the post-training assessment

Sign the Get Covered Illinois **user agreement** (*accessed upon completing the training*)

Register/claim your **account** with Get Covered Illinois (*beginning in October 2025*)

*Starting in November 2025, brokers will be able to register their accounts prior to taking the online training.



Insurer Crosswalk Overview

- In 2026, some health plans will no longer be available.
- CVS, Aetna, Health Alliance, and Quartz will no longer offer plans throughout Illinois.
- Celtic will no longer offer Bronze plans throughout the state.
- Cigna will no longer offer plans in Cook County.
- If a customer plan is ending, that customer has been automatically enrolled in a similar plan through Get Covered Illinois.

Resources for brokers:

- Website [guide](#)
- Zendesk [article](#)



2026 plan changes

In 2026, some health plans will no longer be available.

If your current plan is ending, you'll be automatically enrolled in a similar plan through Get Covered Illinois. You can also compare plans and choose one that works best for you.

Check which plans are changing

Health Alliance, Aetna CVS Health, and Quartz will no longer have plans available in the marketplace starting January 1, 2026. Cigna will not be offering plans on the marketplace to Cook County residents. Cigna will continue to offer plans throughout the state. Your coverage will continue through December 31, 2025. Your insurer and Get Covered Illinois will contact you and provide next steps.

Filters

County

Cook 

2025 Insurer

Cigna Healthcare 

2025 Plan Name

All [Filter Table](#)[Clear Filters](#)

Filters



County

2025 Insurer

2025 Plan Name

Cook

Cigna Healthcare

All

Filter Table

Clear Filters

COUNTY	2025 INSURER	2025 PLAN NAME	2026 INSURER	2026 PLAN NAME
Cook	Cigna Healthcare	Connect Bronze 2000 Indiv Med Deductible	Oscar Health Plan, Inc.	Bronze Simple (Select)
Cook	Cigna Healthcare	Connect Bronze 5000 Indiv Med Deductible - Rx Copay	Oscar Health Plan, Inc.	Bronze Simple (Select)
Cook	Cigna Healthcare	Connect Bronze CMS Standard	Oscar Health Plan, Inc.	Bronze Simple (Select)
Cook	Cigna Healthcare	Connect Gold CMS Standard - Rx Copay	Molina Healthcare of Illinois, Inc.	Molina Gold Core 1640
Cook	Cigna Healthcare	Connect Silver 3000 Indiv Med Deductible - Rx Copay	Molina Healthcare of Illinois, Inc.	Molina Silver Saver 70 with Four Free PCP Visits
Cook	Cigna Healthcare	Connect Silver CMS Standard	Molina Healthcare of Illinois, Inc.	Molina Silver Saver 70 with Four Free PCP Visits

Account Claiming: Multifactor Authentication (MFA)

- On October 10, 2025, migrated brokers received an email from Get Covered Illinois to claim their accounts.
- For both **migrated brokers** and **new brokers** added to existing agencies, take the following steps to set up your **MFA**:
 - Click on your claiming URL.
 - Receive a one-time passcode text message (or voice call).
 - Set up your password credentials.
 - Set up your MFA by scanning barcode (screenshot to the right).
 - Log in to your Get Covered Illinois broker portal.

Resources for brokers:

- Website [guide](#)
- Zendesk [article](#)

Mobile authenticator setup

✓ You need to set up Mobile Authenticator to activate your account.

1 Install one of the following applications on your mobile:

- FreeOTP
- Google Authenticator
- Microsoft Authenticator

Or install a TOTP-generating browser extension like authenticator.cc.

2 Open the application and scan the QR Code:



3 Enter the one-time code provided by the application and click Submit to finish the setup.

One-time code *

Submit



Overview of Get Covered Illinois Broker Portal

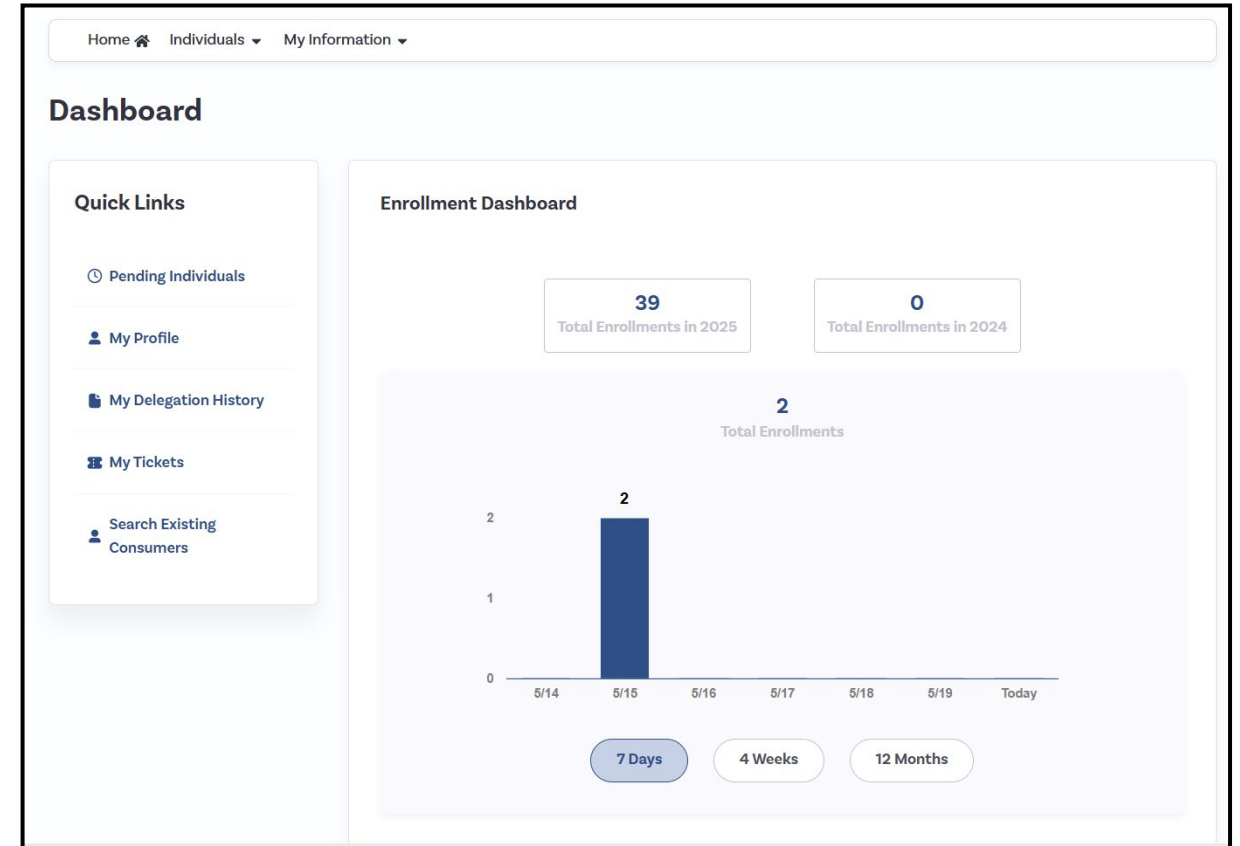
The Get Covered Illinois Broker Portal is a dedicated module optimized for Get Covered Illinois-certified brokers to provide support to their customers.

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

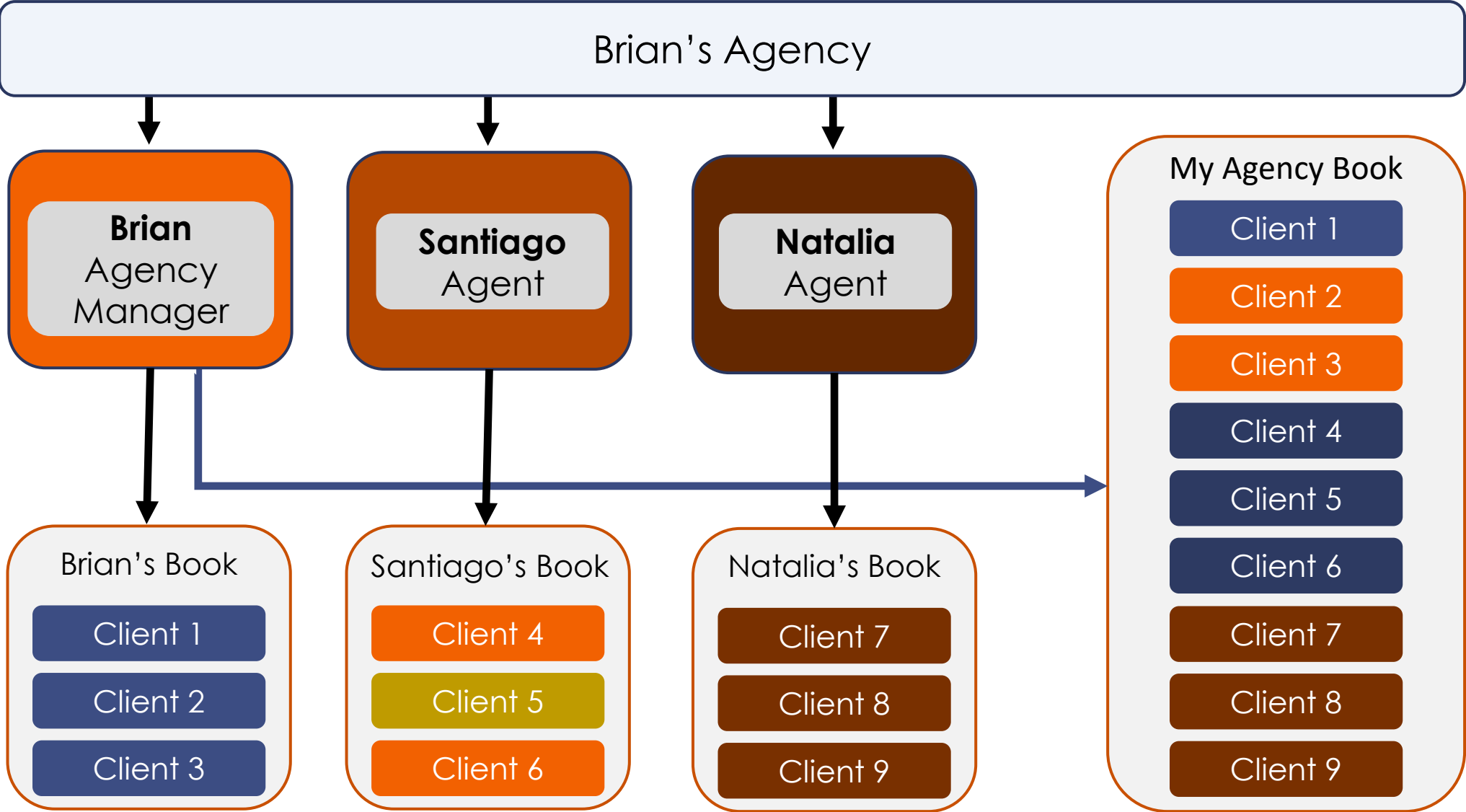


Broker Portal: Agency Model

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 <u>all brokers</u> in their Agency • Take action on behalf of designated customers for <u>all brokers</u> 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

Agents ▾ Admin Staff ▾ Agency Delegations ▾ Agency Account ▾ My Delegations ▾ My Agent Profile ▾

Refine Results By [Reset All](#)

First Name

Last Name

Agent Status
☐ Active ☐ Inactive

Agent Name	Active/Inactive	Customers	Agent License #	Certification Status
Santiago Loxley	Active	1	87654321	Certified ⋮
Natalia Pendleton	Active	2	33445566	Certified ⋮
Brian Grove	Active	1	77777777	Certified ⋮
Bianca Lockridge	Active	0	112233456	Pending ⋮

Showing 1-4 of 4 items

<< < 1 > >>

Rows 10 ▾

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.





My Account

Agents

Admin Staff

Agency Delegations

Agency Account

My Delegations

My Agent Profile

Refine Results By

Reset All

First Name

Last Name

Agent Status

Certification Status

License Number

Go

Agent Name	Active/Inactive	Customers	Agent License #	Certification Status
Santiago Loxley	Active	1	87654321	Certified
Natalia Pendleton	Active	2	33445566	Certified
Brian Grove	Active	1	77777777	Certified
Bianca Lockridge	Active	0	112233456	Pending

Showing 1-4 of 4 items

<<

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1

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Rows 10

18

18

Agency Manager Capabilities: Accept Delegation Requests

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

AgentsAdmin StaffAgency DelegationsAgency AccountMy DelegationsMy Agent Profile

Refine Results ByReset

First Name

Last Name

Agent Status

☐ Active☐ Inactive

Pending Delegation Requests

Active Individuals

Transfer Individuals

Natalia Pendleton

Brian Grove

Bianca Lockridge

Showing 1-4 of 4 items

<<

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1

>

>>

Rows10

Active/Inactive	Customers	Agent License #	Certification Status
Active	2	87654321	Certified
Active	3	33445566	Certified
Active	2	77777777	Certified
Active	0	112233456	Pending

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.

Agents ▾Admin Staff ▾Agency Delegations ▾Agency Account ▾My Delegations ▾My Agent Profile ▾

Refine Results ByReset All

Individual First Name

Individual Last Name

Agent First Name

Customer Name	Received On	Agent Name	
Franklin Malone	06/02/2025	Santiago Loxley	⋮

Showing 1-1 of 1 items

<<<>>>

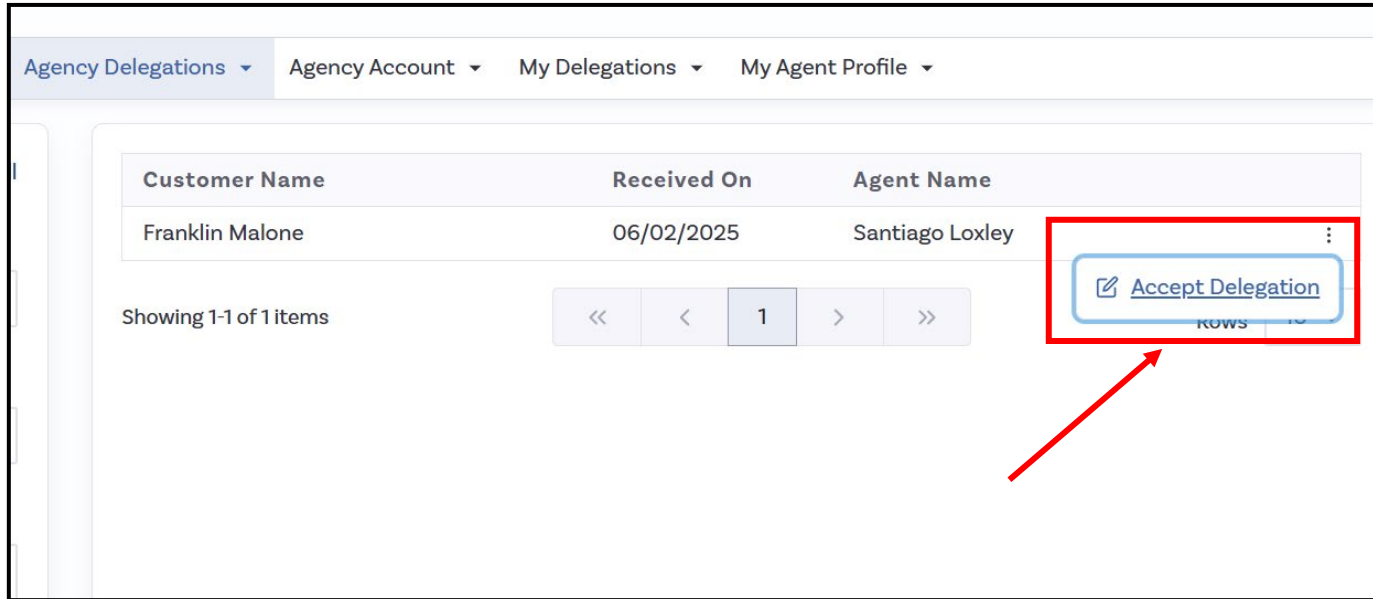
1

>>>

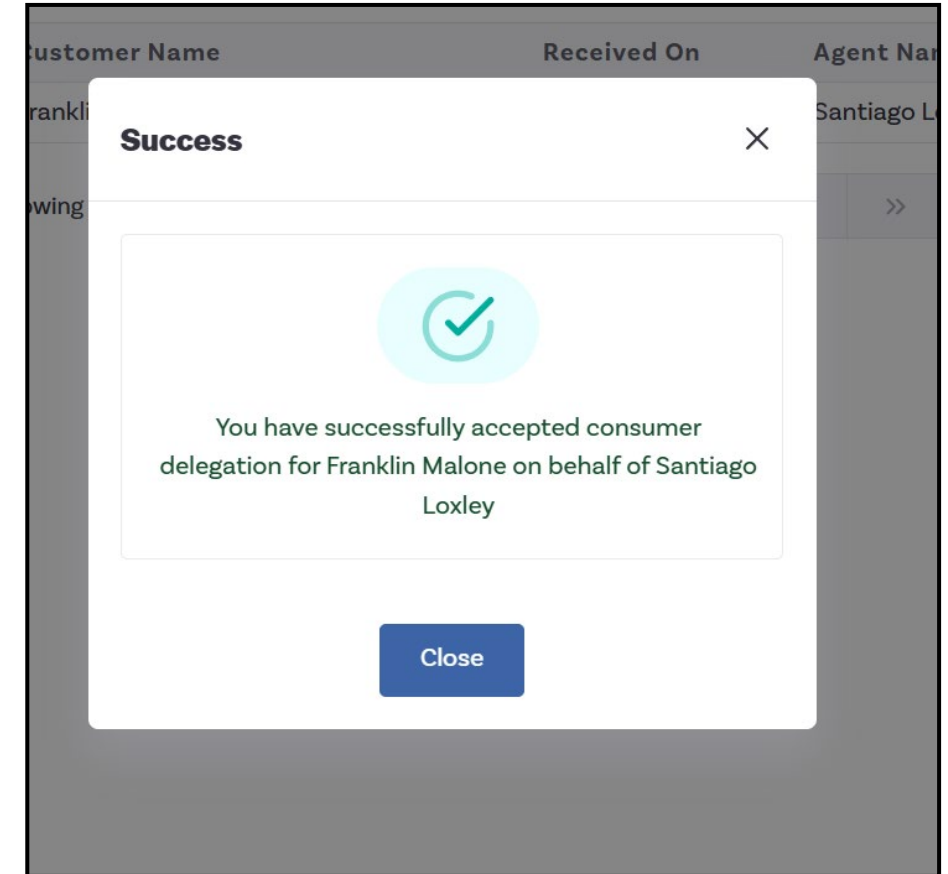
Rows10 ▾

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.”

AgentsAdmin StaffAgency DelegationsAgency AccountMy DelegationsMy Agent Profile

Refine Results ByReset A

First Name

Last Name

Agent Status

Certification Status

License Number

Go

Pending Delegation Requests

Active Individuals

Transfer Individuals

Active/Inactive	Customers	Agent License #	Certification Status
Active	2	87654321	Certified
Active	6	33445566	Certified
Active	1	77777777	Certified
Active	0	11223344	Pending

Showing 1-4 of 4 items

<<<1>>>

Rows10

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.

Clients

Search all clients

First Name

Last Name

Application Year

Select One

Clear all

Search

See all

Showing 1-9 of 9 items

Previous

1

Next

Select all on this page

Transfer Selected

Export Book Of Business

Miles Rigal

Household Case ID IL100004256

Agent Natalia Pendleton

NPN -

Application Year 2025 (2 members)

Application Status Report a Change

Eligibility Status Conditional

Binder Payment Due

HEALTH PLAN

DENTAL PLAN

Molina

Dominion

Select

Household Composition & Eligibility

Applicant Verifications

More Actions

Blair Zanderson

Application Year -

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

Clients

Search all clients

First Name

Last Name

Application Year

Select One

Application Status

Applicant Verifications

Qualifying Life Event Verifications

Select One

Select One

Select One

Approaching Medicare Age

Binder Payment

Enrollment Deadline

Select One

Select One

Select One

Issuer

Agent First Name

Agent Last Name

Select One

Santiago

Agent NPN

Clear all

Search

See less

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.

Issuer
Select One

Agent First Name
Santiago

Agent Last Name

Agent NPN

Clear all

Search

See less

Showing 1-2 of 2 Items

Previous1Next

Select all on this page

Transfer Selected

Export Book Of Business

Franklin Malone

Household Case ID IL100004324

Agent Santiago Loxley

NPN -

Application Year -

Application Status Start New Application

Eligibility Status -

Household not enrolled in a plan

Select

Household Composition & Eligibility

Applicant Verifications

More Actions

Boris Crofton

Household Case ID IL100004323

Application Year -

Application Status Start New Application

Household not enrolled in a plan

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

Showing 1-2 of 2 Items

Previous1Next

Select all on this page

Transfer Selected

Export

View Details

View Household Details

Transfer Client

Resend Activation Email

Mark As Inactive

View Enrollment Details

Franklin Malone

Household Case ID IL100004324

Agent Santiago Loxley

NPN -

Application Year -

Application Status Start New Application

Eligibility Status -

Household not enrolled in a plan

Select

Household Composition & Eligibility

Applicant Verifications

More Actions

Boris Crofton

Household Case ID IL100004323

Application Year -

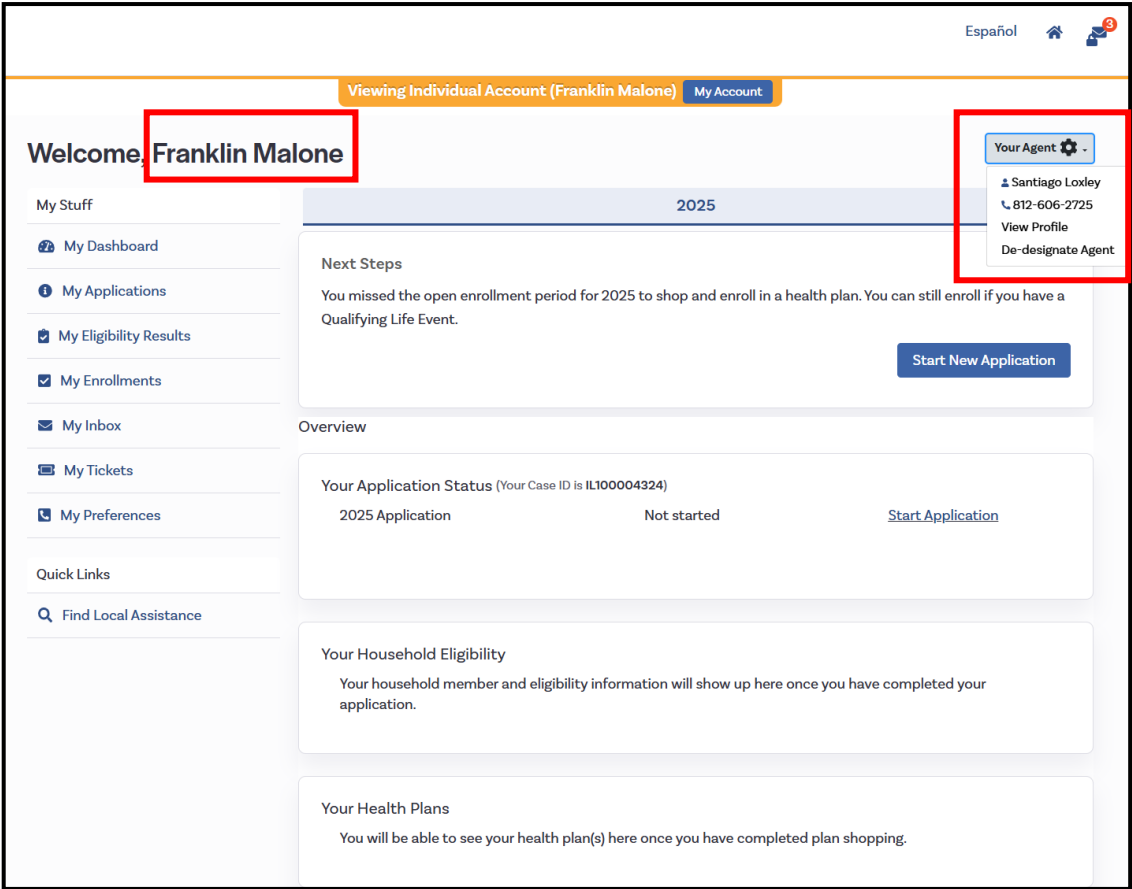
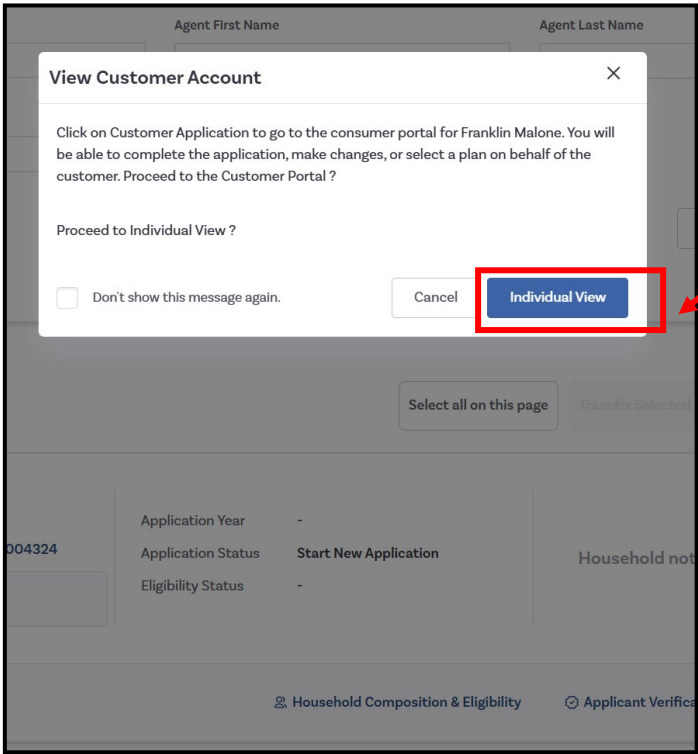
Application Status Start New Application

Household not enrolled in a plan

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.



Broker Portal Basics: Managing Book of Business

Brokers will have access to all clients in their Book of Business.

Brokers can filter their Book of Business by the Following fields:

- First/Last Name
- Application Year
- Application Status
- Applicant Verifications
- QLE Verifications
- Approaching Medicare Age
- Binder Payment
- Enrollment Deadline
- Issuer

Clients

Search all clients

First Name

Last Name

Application Year

Application Status

Applicant Verifications

Qualifying Life Event Verifications

Approaching Medicare Age

Binder Payment

Enrollment Deadline

Issuer

Select One

Select One

Select One

Select One

Select One

Select One

Select One

Select One

Clear all

Search

See less ^

Broker Portal Basics: Managing Book of Business

Brokers can access their consumer information in two ways:

- (1) View Summary of Consumer Details on the broker's Active Individuals tab
- (2) View Member's account directly and act on behalf of customer

Home  Individuals  My Information 

Clients

Search all clients

First Name

Last Name

Application Year

Select One 

Clear all

Search

See all 

Showing 1-7 of 7 items

Previous

1

Next

Select all on this page

Export Book Of Business

Miles Rigal

Household Case ID IL100004256

Application Year2025 (2 members)

Application StatusReport a Change

Eligibility StatusConditional

Binder Payment Due

HEALTH PLAN

Molina

DENTAL PLAN

Dominion

>

☐ Select

 Household Composition & Eligibility

 Applicant Verifications

More Actions 

27

27

Customer Designations

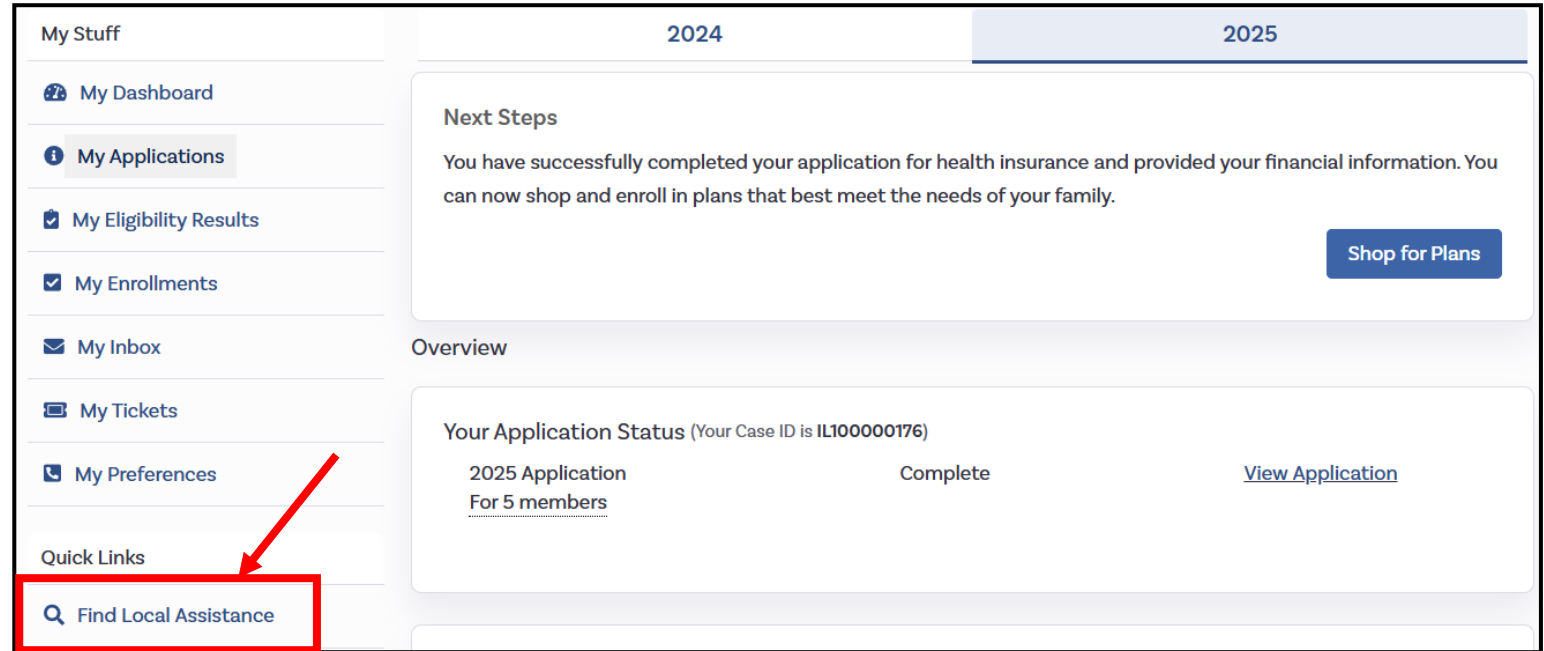
(1) Find Local Assistance in **Customer Account**

Brokers can designate consumers in two ways:

(1) Consumers can select the broker from their account using the “Find Local Help” search tool.

(2) Brokers can use the “Search for Existing Customer” tool to designate themselves to an existing customer or create a new account if the customer does not have one.

Brokers can designate customers at any time of the year and at any point in the customer’s application or enrollment process.



(2) Search Existing Consumers in **Broker Account**



Detailed Walkthrough: Find Local Assistance Tool

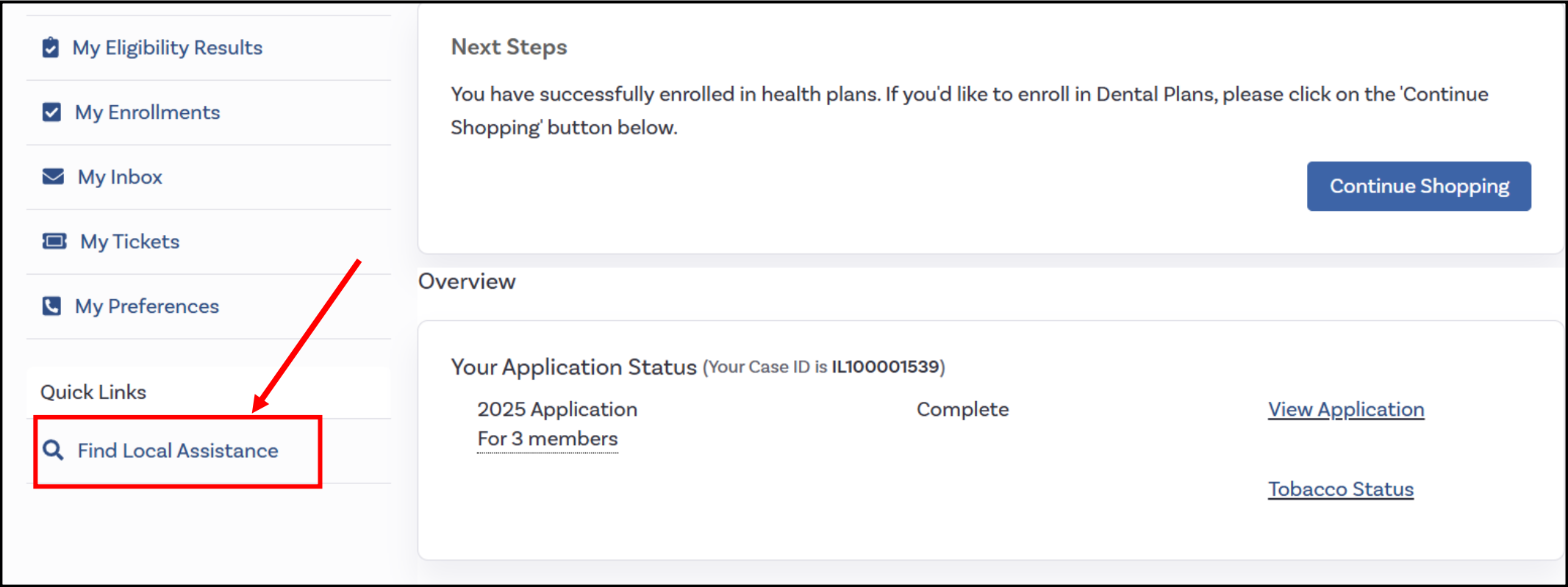
The following slides show the process that consumers can use to request a broker designation directly from their account. The high-level process is below:

1. Consumer selects “Find Local Assistance” within their account.
2. Consumer selects the broker that they want to work with and submits this request.
3. The broker receives this request on the “Pending Individuals” tab of their Broker Portal.
4. The broker accepts this request to become designated to the consumer.

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. All information shown is mock data (no real PII).

Detailed Walkthrough: Find Local Assistance Tool

Step 1: Consumers select “Find Local Assistance” from their dashboard:



Detailed Walkthrough: Find Local Assistance Tool

Step 2: Consumers select “Find an Illinois Certified Agent or Broker Near You”*

Find Local Assistance at No Cost to You



Agents and brokers are licensed by Illinois's Department of Insurance and have completed additional training to become certified with Getcovered Illinois. 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 ILLINOIS CERTIFIED AGENT OR BROKER NEAR YOU



Getcovered Illinois Assisters belong to Enrollment Entities, which include hospitals and not-for-profit organizations from around the state that have been trained by Getcovered Illinois 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 ILLINOIS ASSISTER NEAR YOU

Step 3: Consumers can input a Zip Code range, or the broker's name if they know who they want to work with already.

Search for a Certified Agent or Broker

Search by location

Zip code *

Distance

5

miles

Languages

Select an Option

Search

OR

Search by Name

First Name

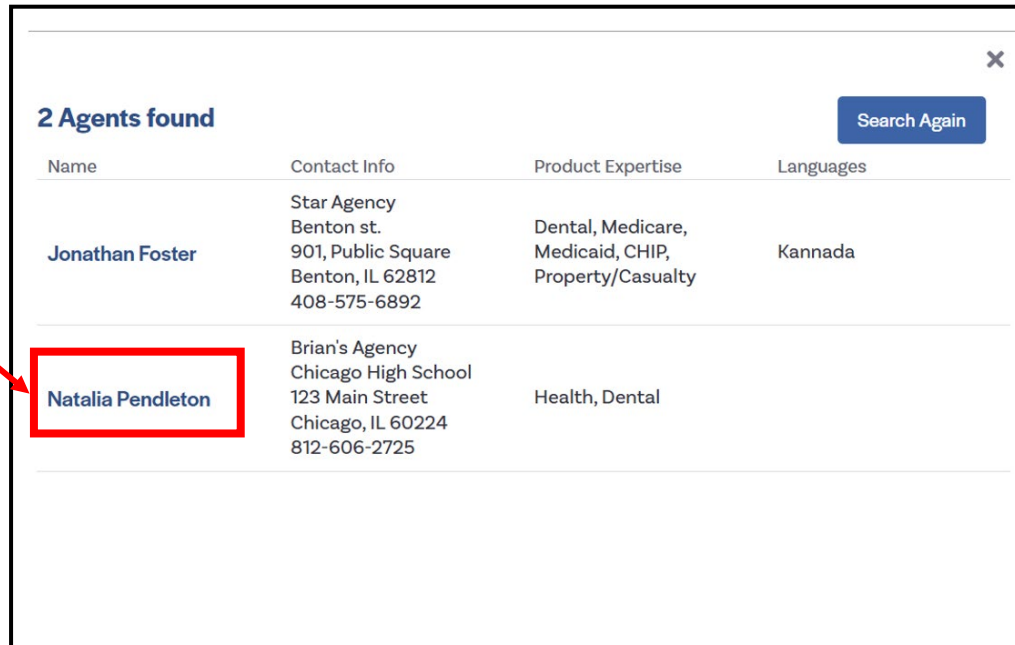
Last Name

Agency Name

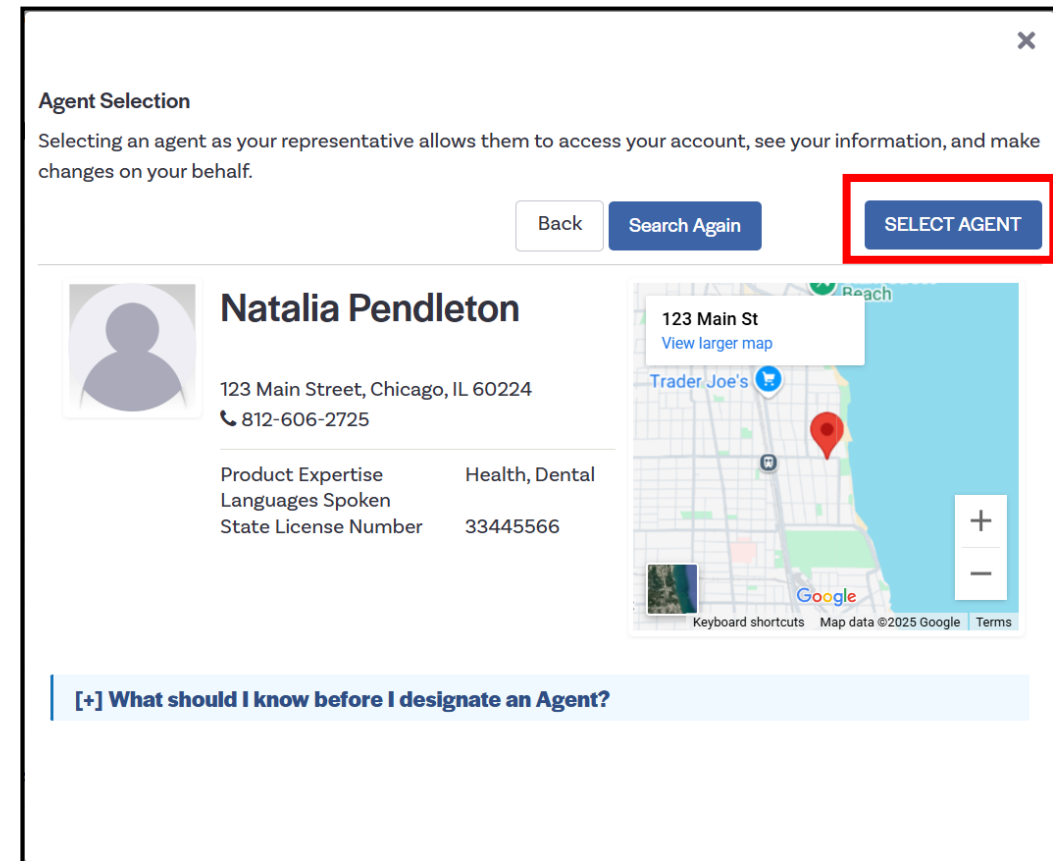
Search

Detailed Walkthrough: Find Local Assistance Tool

Step 4: Consumers selects the name of the broker that they would like to work with.



Step 5: Consumers click “Select Agent” if they would like to proceed with this broker:



Detailed Walkthrough: Find Local Assistance Tool

Step 6: Consumers review the agreement and select “Confirm”.

Agent to be Designated: Natalia Pendleton

☒

I authorize this agent or broker to access, enter, and update information in my online application. I further grant permission to the agent or broker to submit my completed application and Exchange agreement, including signing the application and Exchange agreement 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 at 1-866-311-1119 or TTY 711. *

☒

I grant permission to the agent or broker to enter payment information on my behalf. I understand that the insurance premium that I am quoted will be charged to my account. *

Signature

Applicant Name

Miles Rigal

☒

By checking this box and typing my name below, I am electronically signing my application. *

Applicant E-Signature *

Miles Rigal

Type your full name here as your electronic signature.

Today's Date

06

03

2025

Confirm

Step 7: Consumers receive success screen informing them that their request was sent to the broker.

Congratulations!

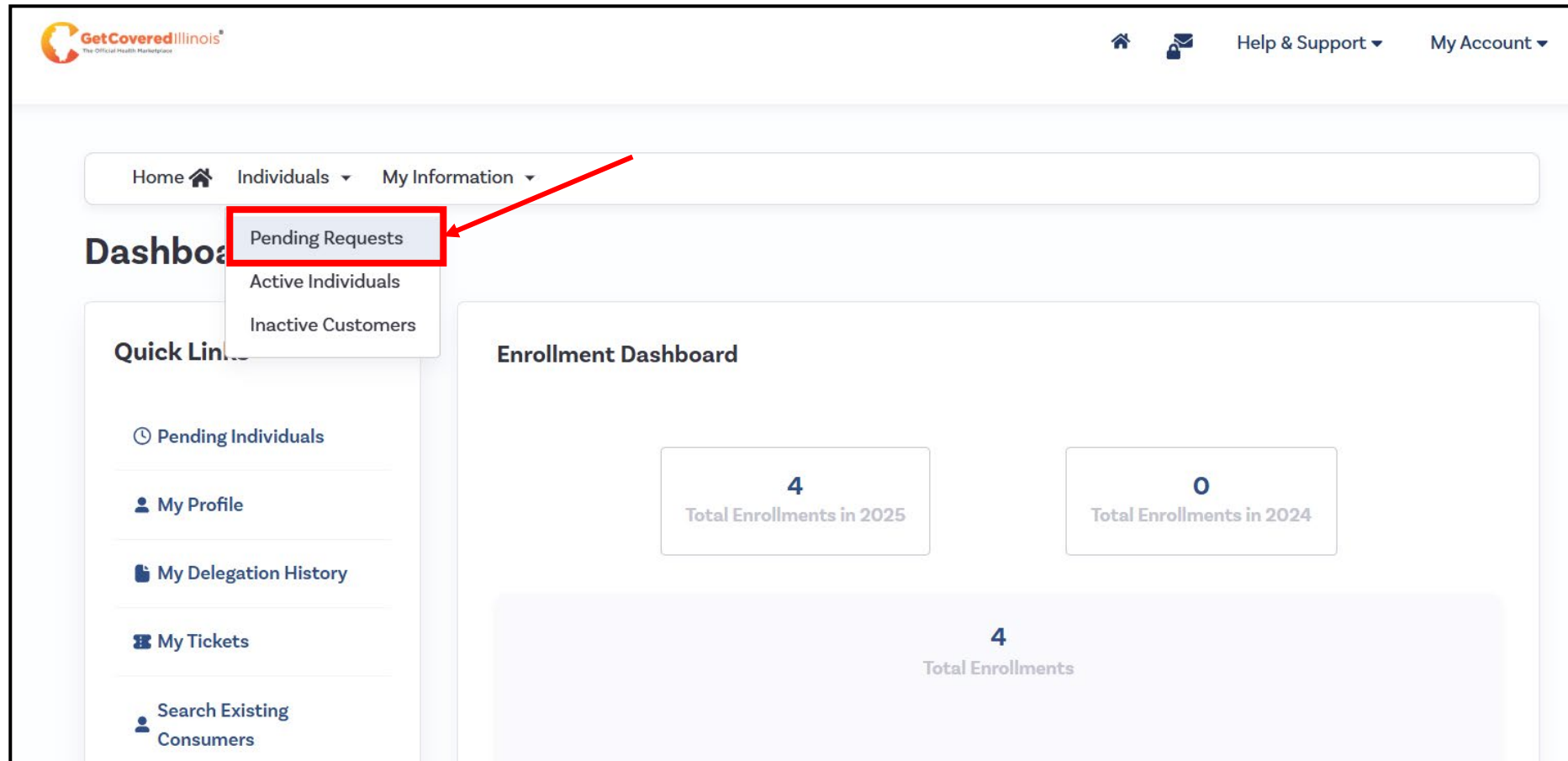
Thank you for requesting to work with Natalia Pendleton. Your request has been submitted to Natalia Pendleton. They will need to accept your request before they can begin assisting you. In the meanwhile, feel free to contact them via phone or email.

Back to Search page

Close

Detailed Walkthrough: Find Local Assistance Tool

Step 8: Broker navigates to “Pending” Individuals tab to view request.



Detailed Walkthrough: Find Local Assistance Tool

Step 9: Broker selects “Accept” to designate the customer to their account.

The screenshot shows a web application interface for managing individuals. At the top, there are navigation tabs: 'Home' (with a house icon), 'Individuals' (selected), and 'My Information' (with a dropdown arrow). Below the tabs, the main heading is 'Pending Individuals' followed by '1 Pending Individual'. On the left side, there is a 'Refine Results By' section with a '(Reset all)' link. It contains two text input fields for 'First Name' and 'Last Name'. Below these is a 'Request Sent' section with two date pickers labeled 'From:' and 'To:', each showing 'mm/dd/yyyy' and a calendar icon. A blue 'Go' button is at the bottom of this section. The main area on the right contains a table with the following columns: 'Name', 'Family Size', 'Request Sent', and a settings icon (gear). The table has one row with the data: 'Miles Rigal', '2', and '06/03/2025'. To the right of this row is a settings icon and a dropdown menu with two options: 'Accept' and 'Decline'. The 'Accept' button is highlighted with a red box, and a red arrow points to it from the right.

Name	Family Size	Request Sent	
Miles Rigal	2	06/03/2025	Accept Decline

Detailed Walkthrough: Find Local Assistance Tool

Step 10: The customer is now in the broker's Book of Business:

Home  Individuals  My Information 

Clients

Search all clients

First Name

Last Name

Application Year

Clear all

Search

Select One 

See all 

Showing 1-6 of 6 items

Previous

1

Next

Select all on this page

Export Book Of Business 

Miles Rigal

Household Case ID IL100004256

Application Year2025 (2 members)

Application StatusReport a Change

Eligibility StatusConditional

Binder Payment Due

HEALTH PLAN

DENTAL PLAN

Molina

Dominion

>

☐ Select

Household Composition & Eligibility

Applicant Verifications

More Actions 

Detailed Walkthrough: Find Local Assistance Tool

Step 11: Customer receives a notice that their broker designation was accepted.

[Back to Dashboard](#)

Search

Q

Folders

Inbox

1

Notifications

Date	Subject	
06/02/2025	Your request for broker support has been accepted	

1

Detailed Walkthrough: View Member Account

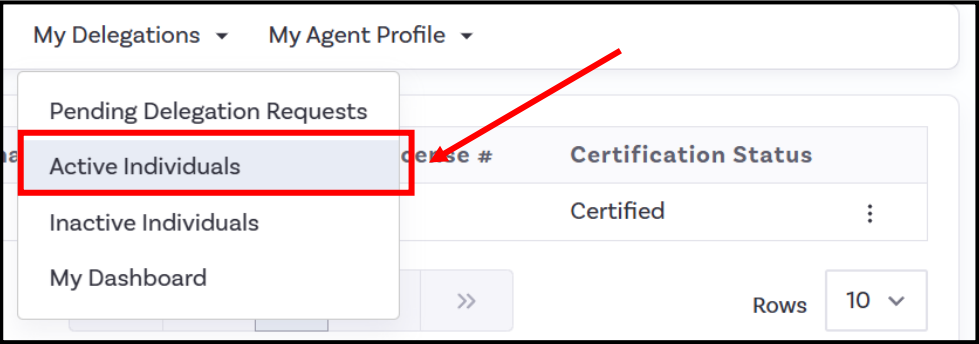
After a consumer is affiliated with a broker, the broker can view their account and act on behalf of them. The following slides show how brokers can access their account. The high-level process is below:

1. Broker navigates to “Active Individuals” tab.
2. Broker selects “More Actions” then “View Household Details” on the specific consumer.
3. Broker selects proceed to “Individual View.”
4. The broker is now in the consumer’s account and can take action on behalf of them.

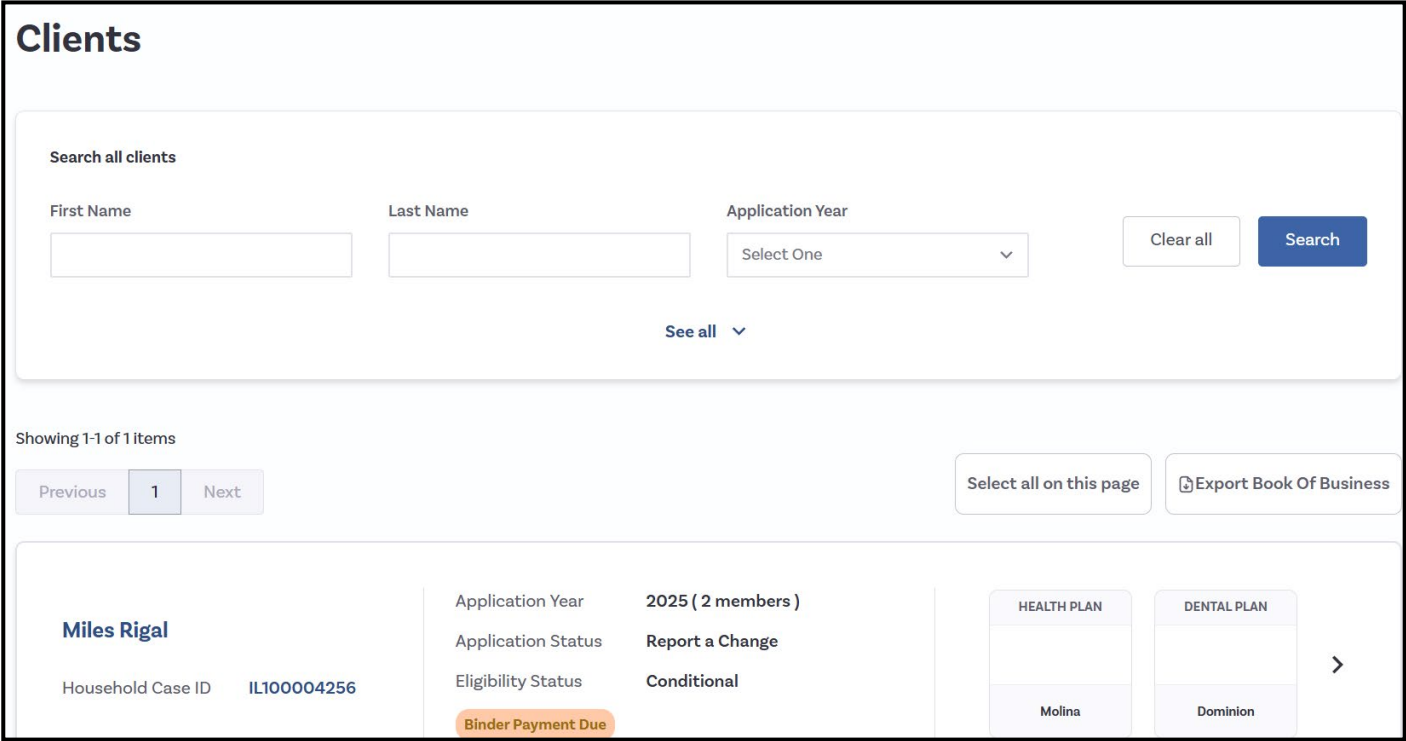
NOTE: The slides are from a test environment and do not reflect Get Covered Illinois’ finalized language/content that will be displayed in the portal. All information shown is mock data (no real PII).

Detailed Walkthrough: View Member Account

Step 1: Broker navigates to the “Active Individuals” tab of their portal:



Step 2: Broker can view, search, and filter by active clients in their book of business:



Detailed Walkthrough: View Member Account

Step 3: Broker identifies consumer and selects “View Household Details.”

Showing 1-1 of 1 items

Previous1Next

Select all on this pageExport Book Of Business

Miles Rigal

Household Case IDIL100004256

Application Year2025 (2 members)

Application StatusReport a Change

Eligibility StatusConditional

Binder Payment Due

HEALTH PLAN

Molina

DENTAL PLAN

Dominion

☐ Select

Household Composition & EligibilityApplicant VerificationsMore Actions

Previous1Next

View Details

View Household Details

Resend Activation Email

Mark As Inactive

View Enrollment Details

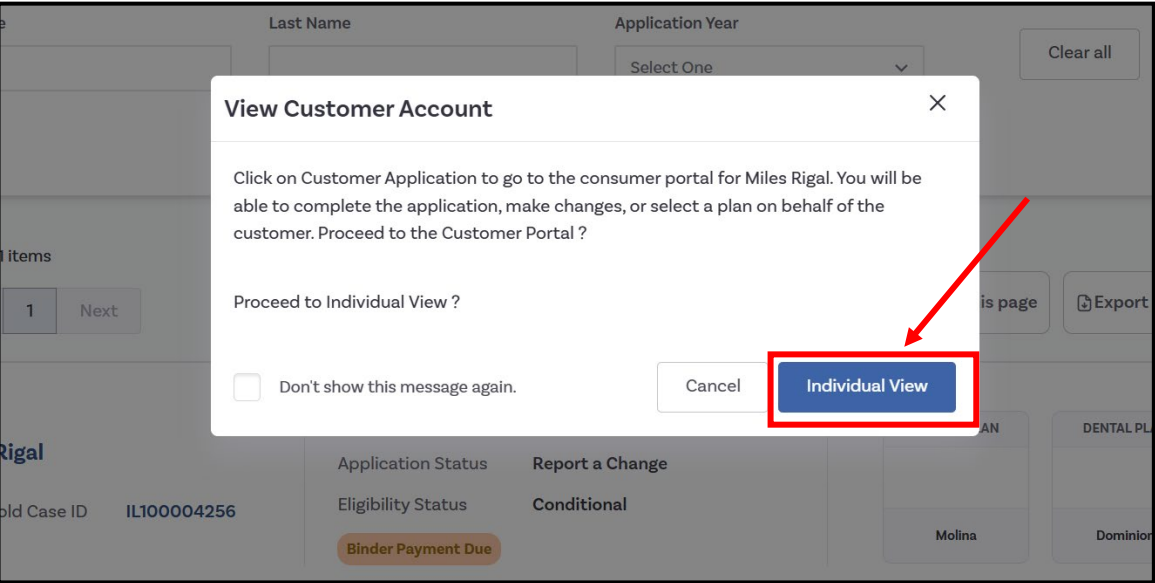
Submit New Ticket

40

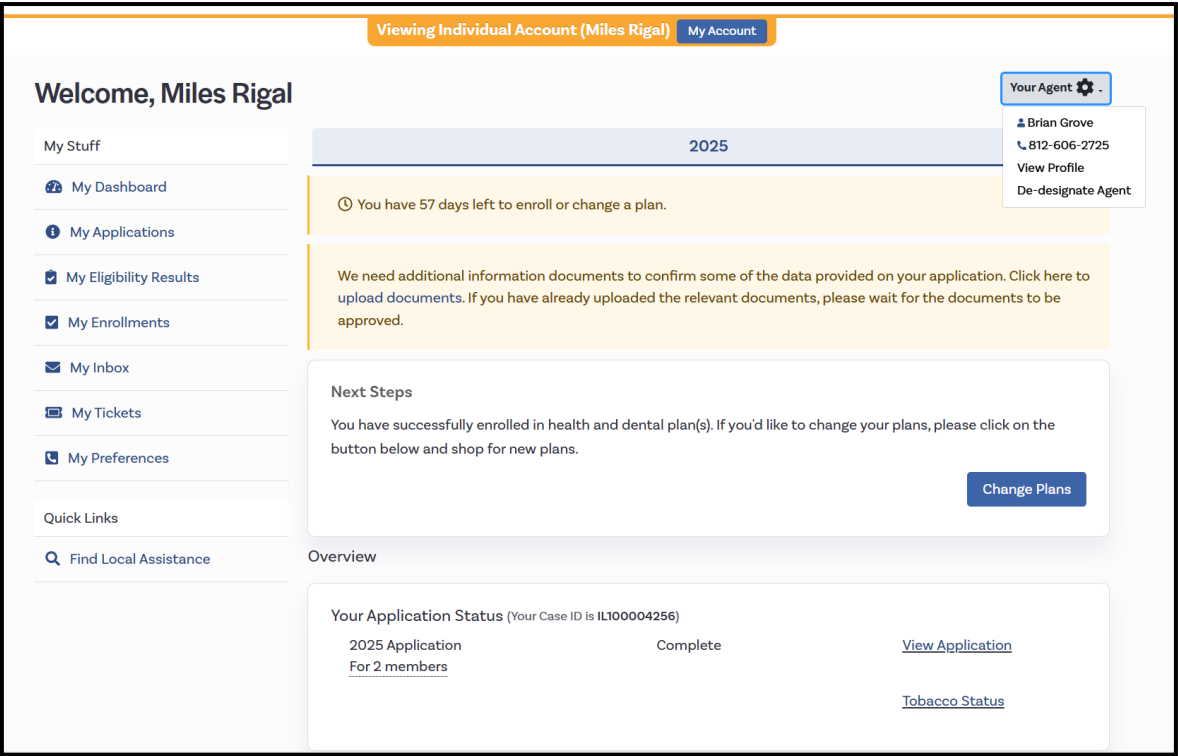
40

Detailed Walkthrough: View Member Account

Step 4: Broker confirms that they would like to Proceed to the Individual View:



Step 5: Broker is now in the consumer's account and can take action on behalf of the consumer:





Detailed Walkthrough: Search for Existing Customer

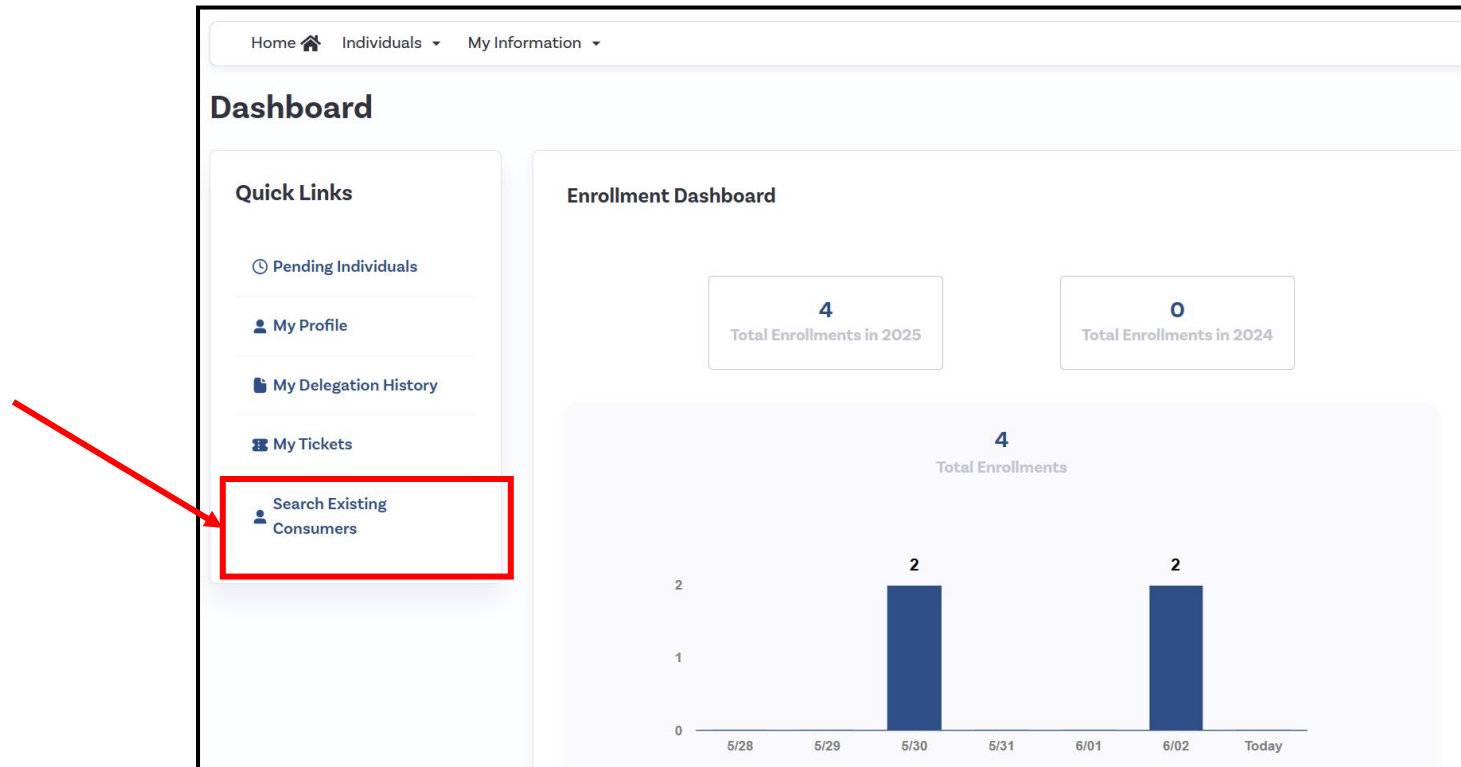
The following slides show how can use the “Search for Existing Customer” tool to designate themselves to an existing customer or create a new account if the customer does not have one. The high-level process is below:

1. Broker selects “Search Existing Consumers” from their dashboard.
2. Broker inputs consumer’s Name and DOB as well as a document to verify that the broker has consent.
3. Broker inputs consumer’s full SSN and DOB.
4. Broker confirms that they would like to Claim this customer and add them to their Book of Business.

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.

Detailed Walkthrough: Search for Existing Customer

Step 1: Select “Search Existing Consumers” from your dashboard:



Note: This process can only be used if the customer has an SSN. If the customer does not have an SSN, the broker can call the CAC for designation assistance if the customer is not able to log-in to their account.

Detailed Walkthrough: Search for Existing Customer

Step 2: The broker attests that they have permission to work with the consumer and inputs their name, DOB, a Document Number for Verification, and Method of Verification (Phone or In-Person).

Search For Existing Consumer

☒ I attest I have the permission to perform this search, and that the information provided to me to verify the consumer's identity is correct to the best of my knowledge.*

Please fill in all of the fields below to verify the consumer's identity.

First Name*

Last Name*

Date of Birth*

MM/DD/YYYY

Document Type*

Select

Document Number*

Method*

Select

Continue

Step 3: The Document Type dropdown is for the broker to select what document they will be using for verification.

Select

Certificate of Naturalization

Certificate of Naturalization (Form N-550 or N-570) or US Citizenship (Form N-560 or N-561)

Divorce Decree

Driver's License issued by state or territory

Employer Identification Card

Employment Authorization Document that contains a photograph (Form I-766)

Foreign passport or ID issued by a foreign embassy or consulate contains a photograph

High School or College diploma (including high school equivalency diplomas)

Identification Card Issued by the Federal, State or Local Government

Marriage Certificate

Military dependent's identification card

Native American Tribal document

Permanent Resident Card or Alien Registration Receipt Card (Form I-551)

Property Deed or Title

School identification card

Social Security Card

U.S Coast Guard Merchant Mariner card

U.S.Public Birth Record

U.S military card or draft record

Select

Select

Continue

Detailed Walkthrough: Search for Existing Customer

Step 4: After inputting all required fields, select “Continue.”

Search For Existing Consumer

☒ I attest I have the permission to perform this search, and that the information provided to me to verify the consumer's identity is correct to the best of my knowledge. *

Please fill in all of the fields below to verify the consumer's identity.

First Name *	Last Name *	Date of Birth *
Muffet	Sterling	08/07/1997
Document Type *	Document Number *	Method *
Driver's License issued by state	123456789	Over Phone

Continue

Step 5: Input the consumer's full SSN and DOB, and select “Search.”

Fetch Existing Consumer

Search by SSN

Social Security Number *	Date of Birth *
XXX-XX-XXXX	08/07/1997

Search

Detailed Walkthrough: Search for Existing Customer

Step 6: If the information matches an existing consumer, the consumer's full information will appear. If this is the correct person, select "Claim Consumer."

Fetch Existing Consumer

Search by SSN

Social Security Number *

444-55-6789

Date of Birth *

08/07/1997

Search

Muffet Sterling

DOB	08/07/1997
Address	123 Main Street, Chicago, IL 60601
Phone	8126062725
SSN	XXX-XX-6789

Cancel

Claim Consumer

Step 7: Select "Yes" to confirm that you will become this consumer's Agent of Record.

Are you sure?

Are you sure you want to become the Agent of Record for Muffet Sterling?

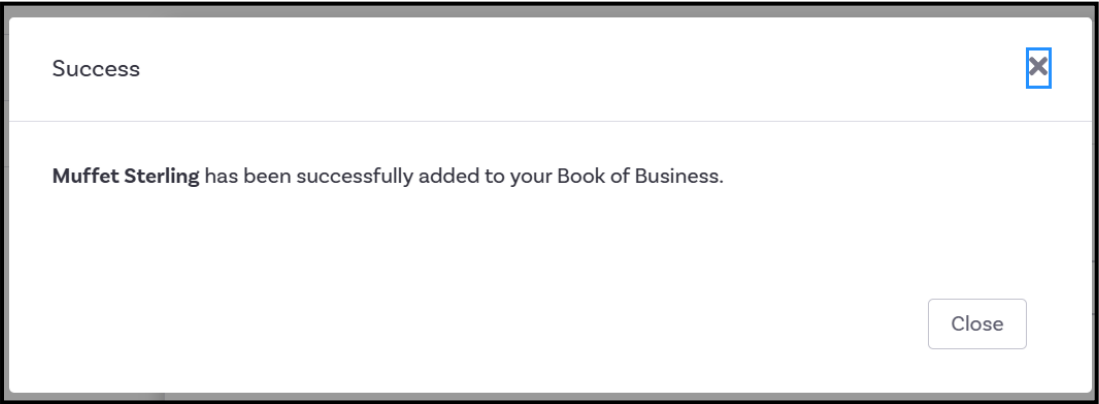
If you click "Yes," Muffet Sterling will be added to your Book of Business. You can then access the consumer's applications and other details to help them with enrollment.

Cancel

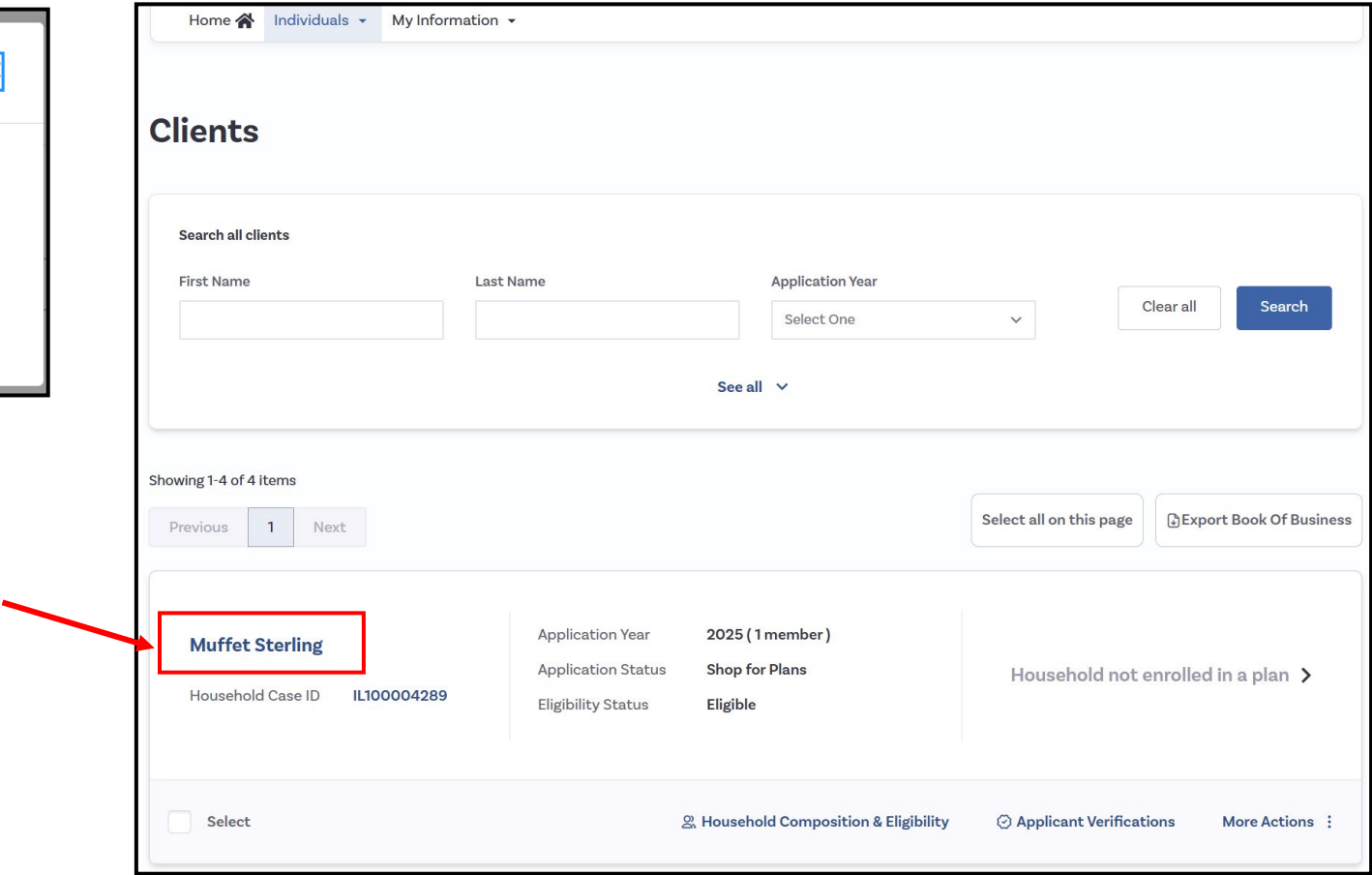
Yes

Detailed Walkthrough: Search for Existing Customer

Step 8: The broker will receive a success message that the consumer has been added to their Book of Business.



Step 9: The new consumer will now appear in the broker's Book of Business on the "Active Individuals" tab.



Detailed Walkthrough: Add New Customers

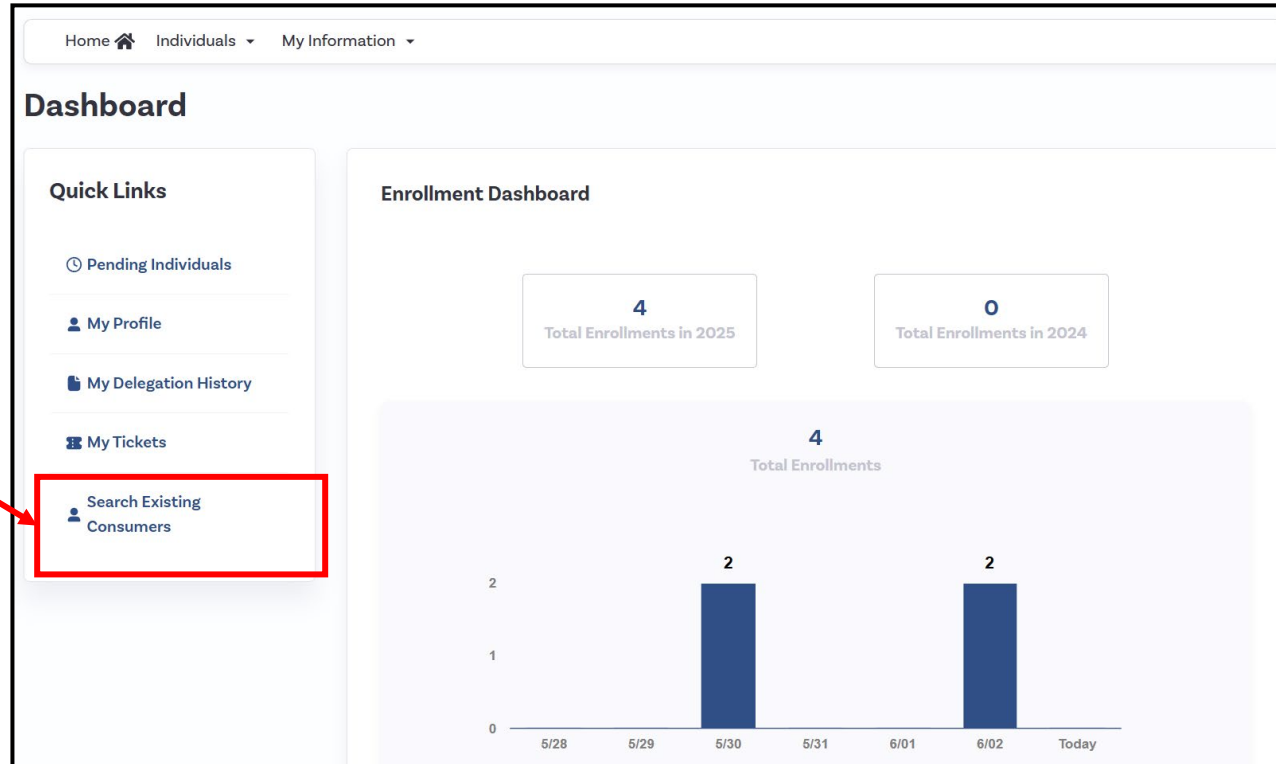
If a broker needs to create an account for a customer that does not yet have one, the broker will start with the “Search for Existing Consumer” flow to ensure that the customer has not created an account. If the customer does not have an account, the broker will be prompted to create one.

1. Broker selects “Search Existing Consumers” from their dashboard.
2. Broker inputs consumer’s Name and DOB as well as a document to verify that the broker has consent.
3. Broker inputs consumer’s full SSN and DOB.

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.

Detailed Walkthrough: Add New Individual

Step 1: Select “Search Existing Consumers” from your dashboard:



Note: This process can only be used if the customer has an SSN. If the customer does not have an SSN, the broker can call the CAC for designation assistance if the customer is not able to log-in to their account.

Detailed Walkthrough: Search for Existing Customer

Step 2: The broker attests that they have permission to work with the consumer and inputs their name, DOB, a Document Number for Verification, and Method of Verification (Phone or In-Person).

Step 3: The broker selects continue after inputting all information.

Search For Existing Consumer

☒ I attest I have the permission to perform this search, and that the information provided to me to verify the consumer's identity is correct to the best of my knowledge. *

Please fill in all of the fields below to verify the consumer's identity.

First Name *

Last Name *

Date of Birth *

MM/DD/YYYY

Document Type *

Select ▼

Document Number *

Method *

Select ▼

Continue

Search For Existing Consumer

☒ I attest I have the permission to perform this search, and that the information provided to me to verify the consumer's identity is correct to the best of my knowledge. *

Please fill in all of the fields below to verify the consumer's identity.

First Name *

Blair

Last Name *

Zanderson

Date of Birth *

03/19/1986

Document Type *

Driver's License issued by stat ▼

Document Number *

4444444444

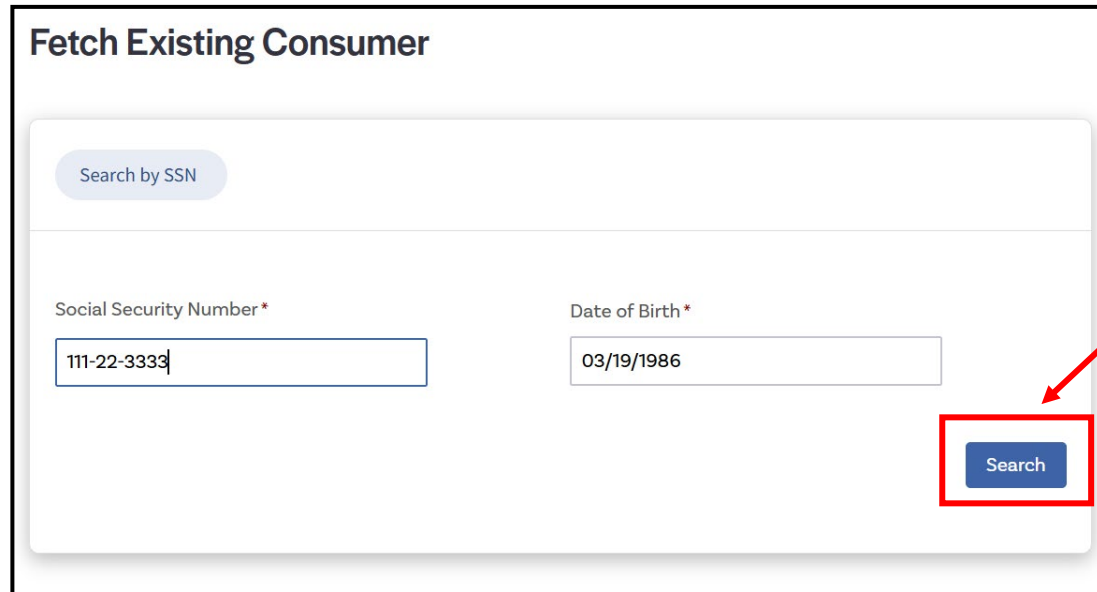
Method *

In Person ▼

Continue

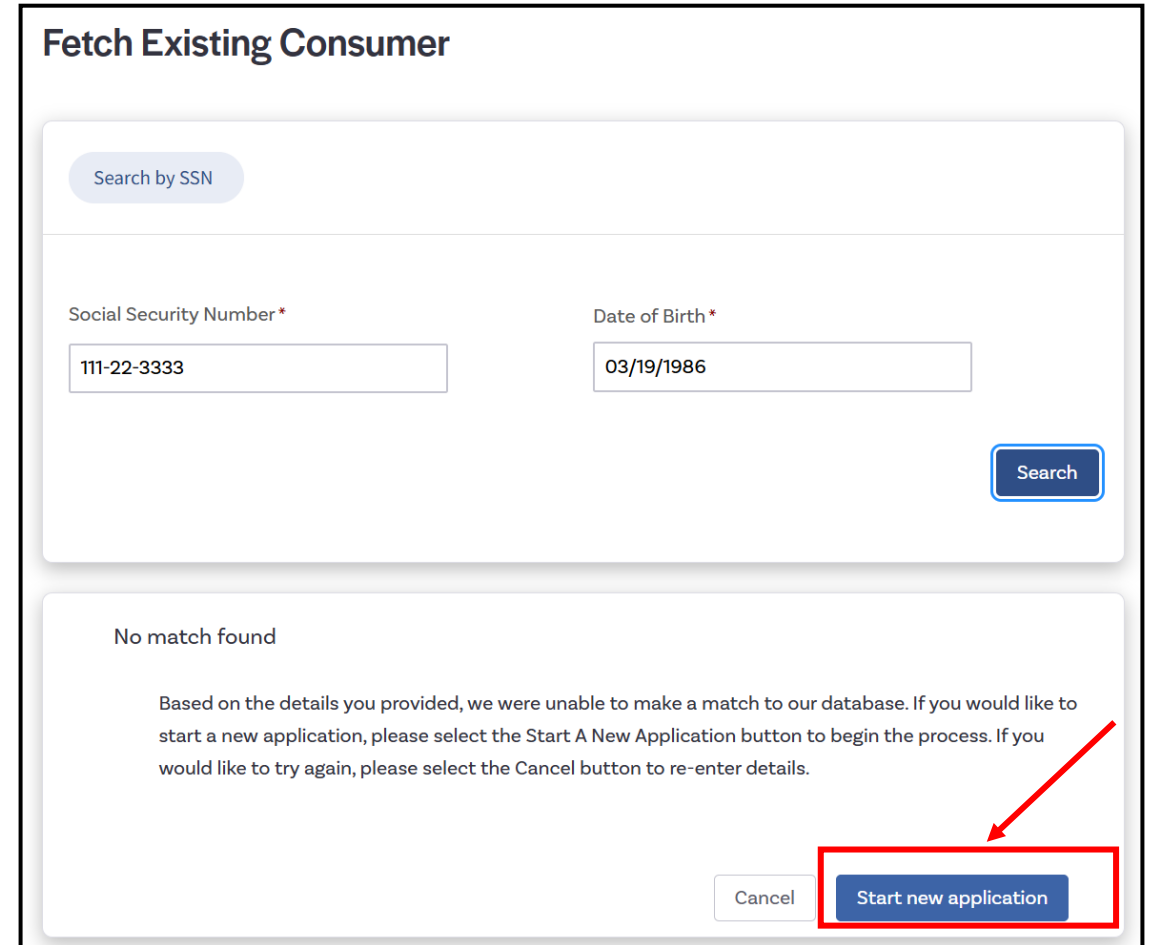
Detailed Walkthrough: Search for Existing Customer

Step 4: The broker inputs their full SSN and DOB, and then selects “Search.”



The screenshot shows a form titled "Fetch Existing Consumer". At the top left is a button labeled "Search by SSN". Below it are two input fields: "Social Security Number*" containing "111-22-3333" and "Date of Birth*" containing "03/19/1986". A red box highlights the "Search" button at the bottom right, with a red arrow pointing to it from the right.

Step 5: If the system does not find a matching account for this customer, the broker is prompted to Start a New Application for this individual.



The screenshot shows the same "Fetch Existing Consumer" form, but with a "No match found" message displayed below the input fields. The message reads: "Based on the details you provided, we were unable to make a match to our database. If you would like to start a new application, please select the Start A New Application button to begin the process. If you would like to try again, please select the Cancel button to re-enter details." At the bottom right, there are two buttons: "Cancel" and "Start new application". A red box highlights the "Start new application" button, with a red arrow pointing to it from the right.

Detailed Walkthrough: Search for Existing Customer

Step 6: The broker inputs the customer's Name, DOB, Zip Code, and Email Address (if Available) and selects "Start"

Step 7: The Broker selects "Individual View" to proceed to the customer's account.

Create Individual Record

About Individual

Enter information for the individual to create a record prior to acting on the individual's behalf.

Individual Information

First Name *

Blair

Last Name *

Zanderson

Date Of Birth *

03/19/1986

Zip Code *

60601

Phone Number *

(610) 555-5555

Email Address

Note: If email is provided the new individual will be sent an email to activate a new account.

Cancel

Start

View Individual Account

Clicking "Individual View" will take you to the Individual's Portal for Blair Zanderson. Through this portal you will be able to enroll on behalf of the individual.

Proceed to Individual View?

☐ Don't Show this message again

Cancel

Individual View

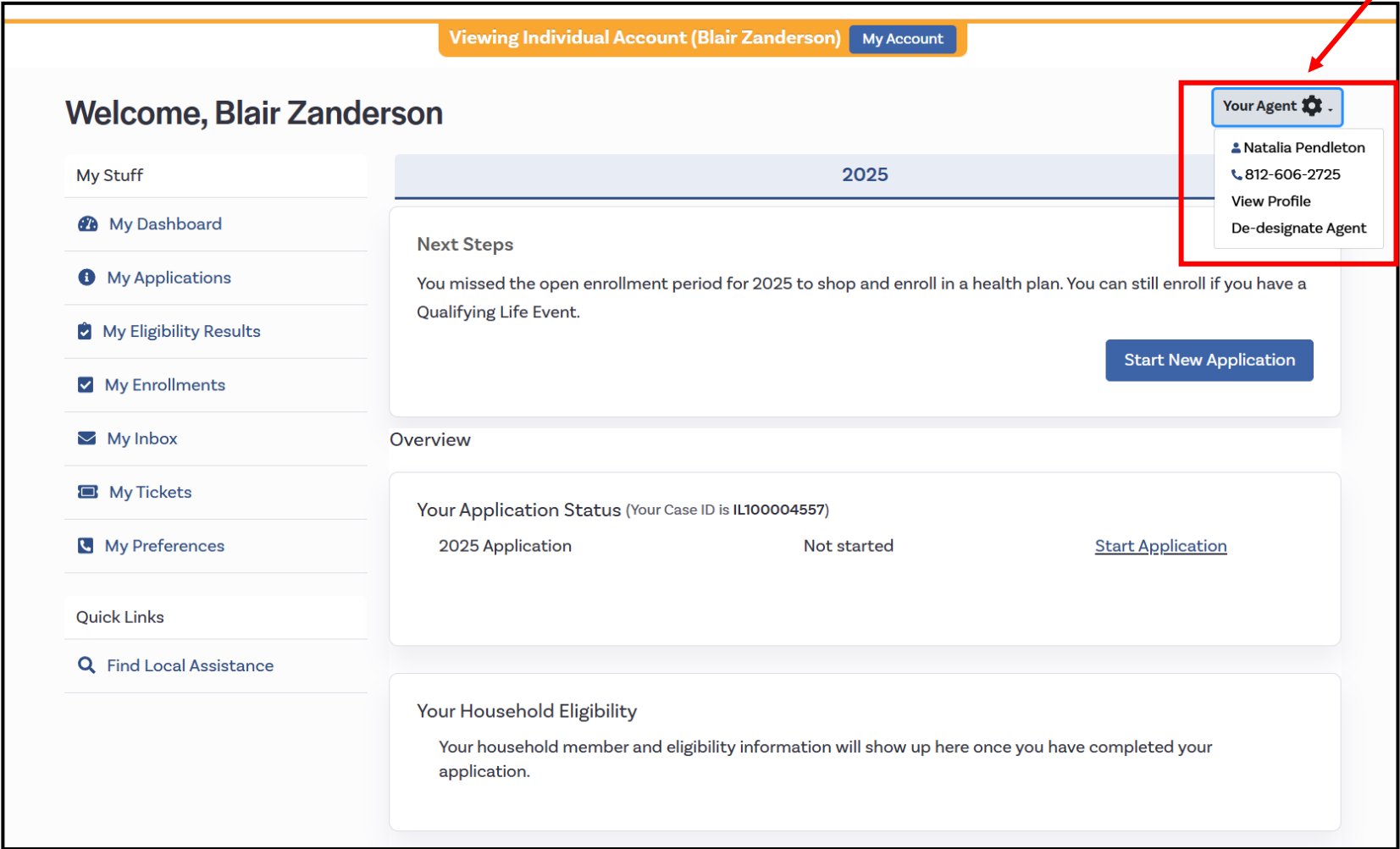
53

53

Detailed Walkthrough: Search for Existing Customer

Step 8: The broker is now designated to the customer and is directed to their individual account. The broker can now complete an application on the customer's behalf.

Additionally, the broker can see their information in the upper righthand corner of their account.





Recent Questions from Brokers

What Brokers Want to Know

- Can the broker help their customer create their account?
- Why was my portal showing certified and I just received notice that I am suspended?
- I have been told there is an active ticket on my portal to take care of an issue, I am afraid my portal won't be accessible on November 1, 2025.
- I thought I had done all my certification training, yet I received a message that I have not. What do I do?
- What is the number for the partner support line?
 - Partner Support: 1-866-349-7579
 - Customer Support: 1-866-311-1119
- What are the hours for the Customer Assistance Center?

Get Covered Illinois Customer Assistance Center

Hours (2026)	Outside of OEP	During OEP
Monday–Friday	8am–6pm CT	8am–8pm CT
Saturday	Closed	8am–2pm CT
Sunday	Closed	Closed

See <https://getcovered.illinois.gov/get-help> for days with extended hours due to key deadlines, and holiday closures.



Next Get Covered Illinois Broker Office Hour

Join us for our next office hour!

Focus: Enrollment resources

Thursday, November 6, 2025, 11:00 AM CDT

Register [here](#).

Broker Webinar [Resources](#)

- Recordings of past webinars and office hours
- Slide decks
- FAQs

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

Thank You!



The state's official health insurance marketplace.