Get Covered Illinois Broker Office Hour

Thursday, October 30, 2025

11:00 AM CT

Get Covered Illinois[SM]

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	Migrated Brokers	New Brokers
• Can claim their accounts. • **No further details available until November 1, 2025.**	• 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.**	• 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

1. Maintain a **license** with the Illinois Department of Insurance with a health line of authority
2. Complete the **online training** and score at least 80% on the post-training assessment
3. Sign the Get Covered Illinois **user agreement** (*accessed upon completing the training*)
4. 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

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**

Get Covered Illinois

Search

English

Get started ▾ Plans and costs ▾ Get help ▾ Call us 1-866-311-1119 | Log in Enroll

Home › Plans and costs

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	2025 Insurer	2025 Plan Name
Cook	Cigna Healthcare	All

Filter Table Clear Filters

Get Covered Illinois

Search

English

Get started ▾ Plans and costs ▾ Get help ▾ Call us 1-866-311-1119 | Log in Enroll

Filters

County: Cook

2025 Insurer: Cigna Healthcare

2025 Plan Name: All

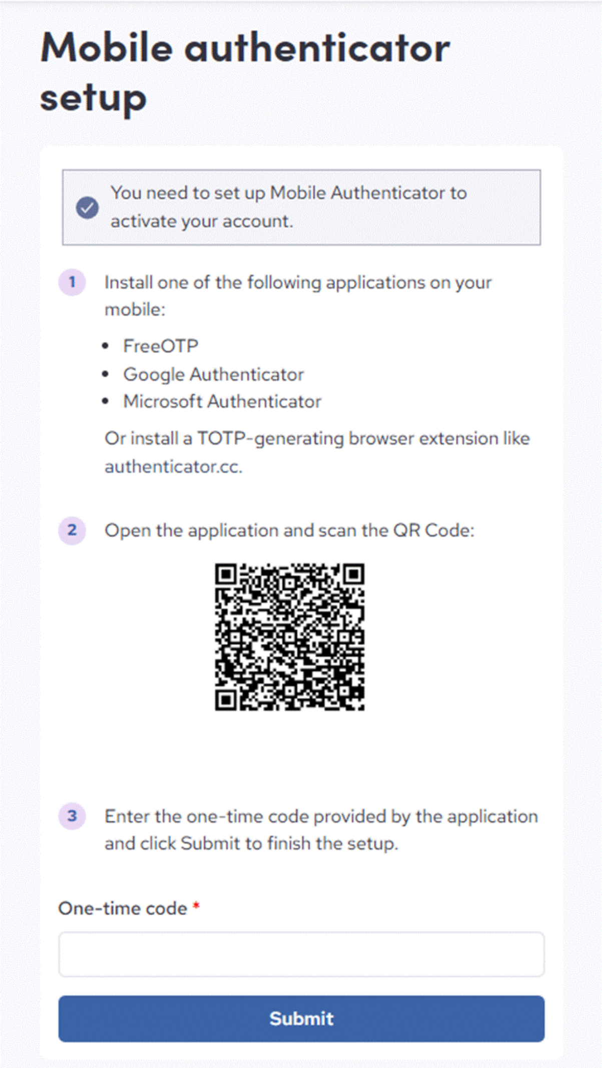
Filter Table

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

Broker Portal

Overview of Get Covered Illinois Broker Portal

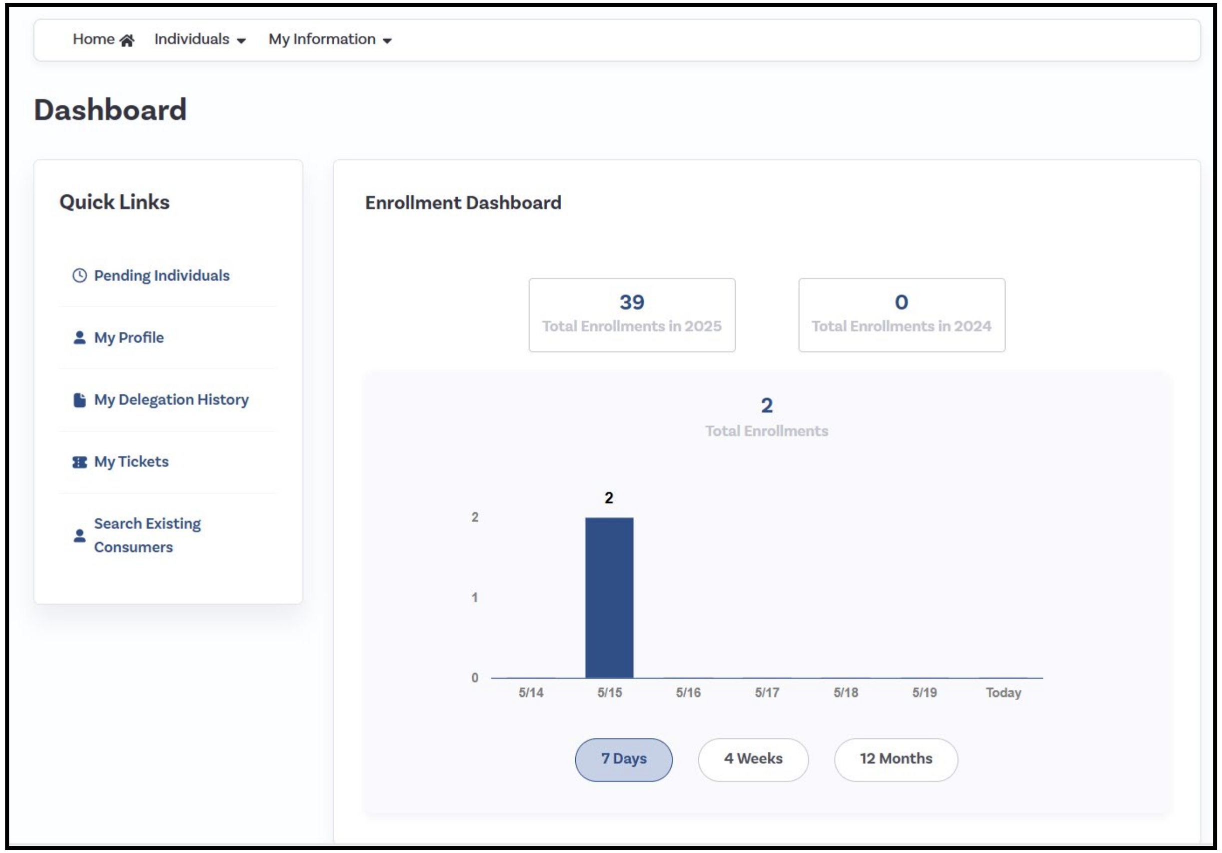
The Get Covered Illinois Broker Portal is a dedicated module optimized for Get Covered Illinois-certified brokers to provide support to their customers.

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

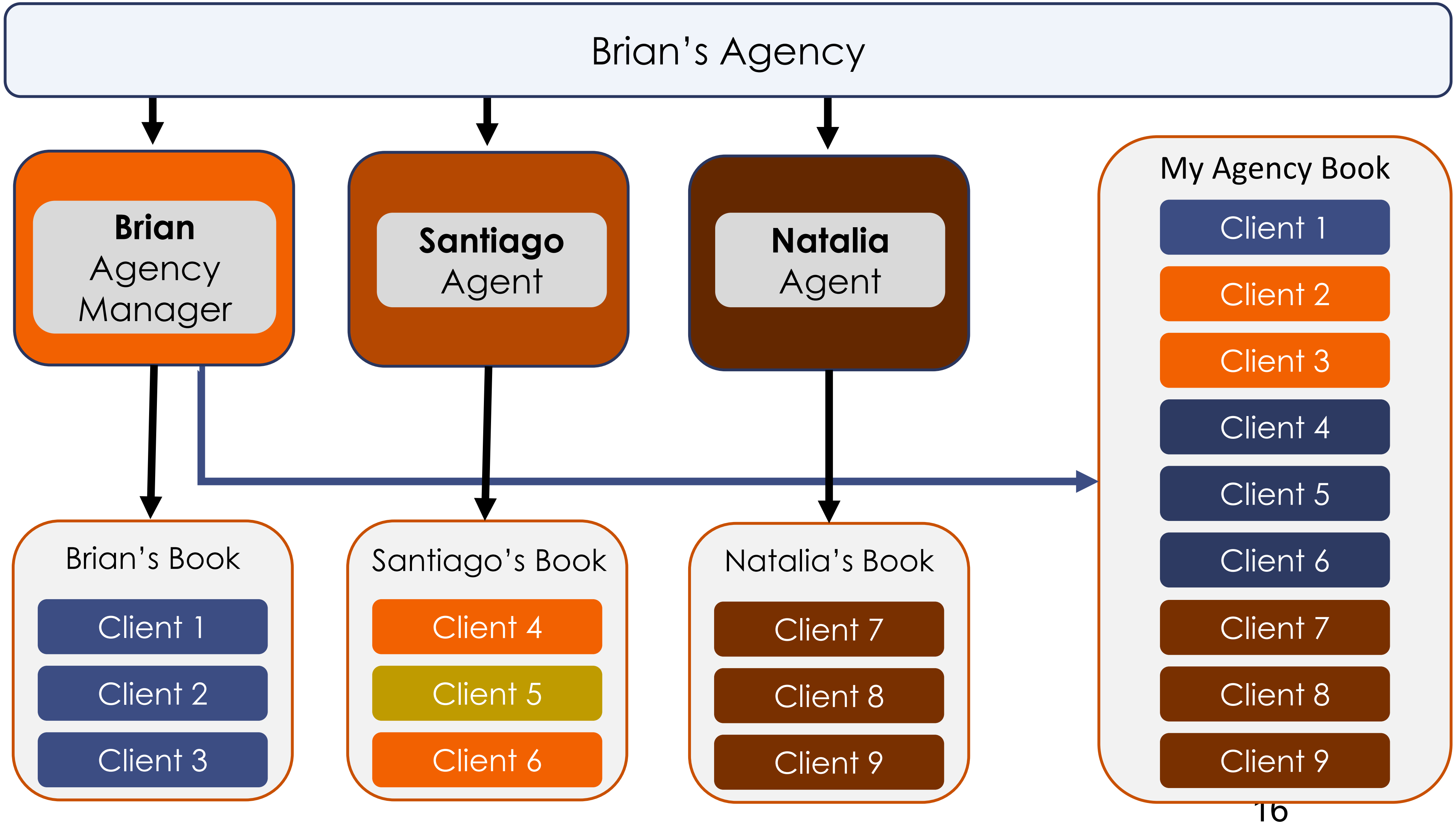


Broker Portal: Agency Model

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 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



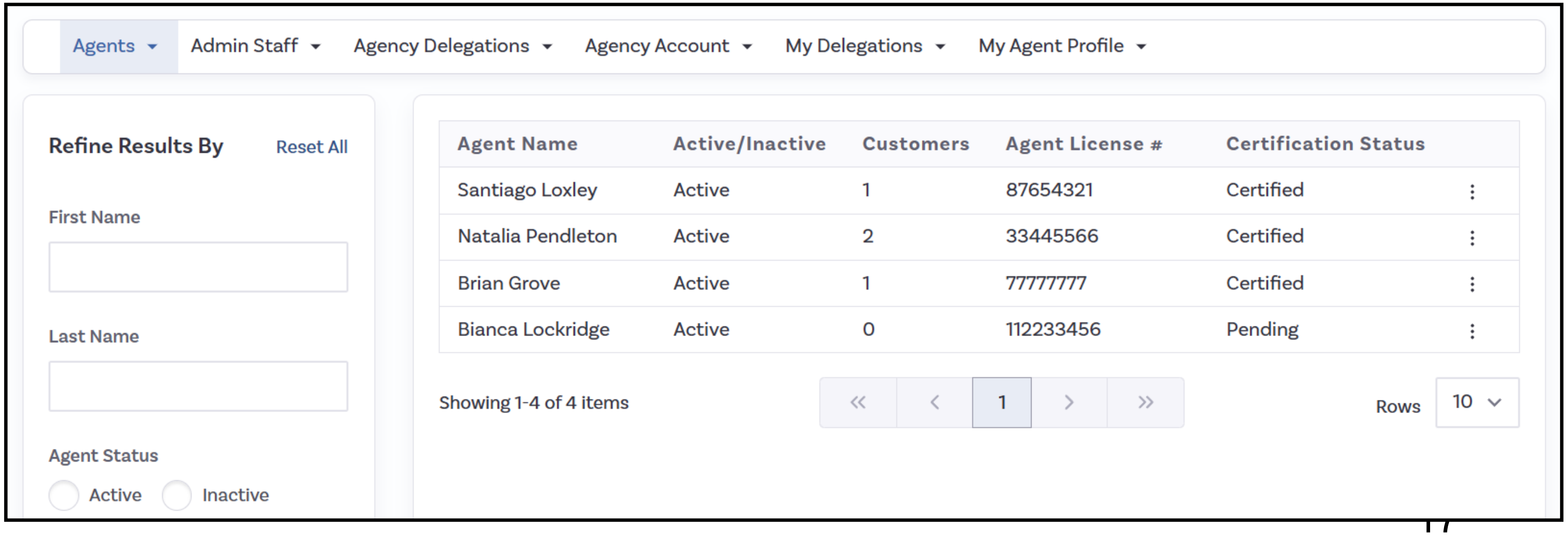
Agency Manager Capabilities

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

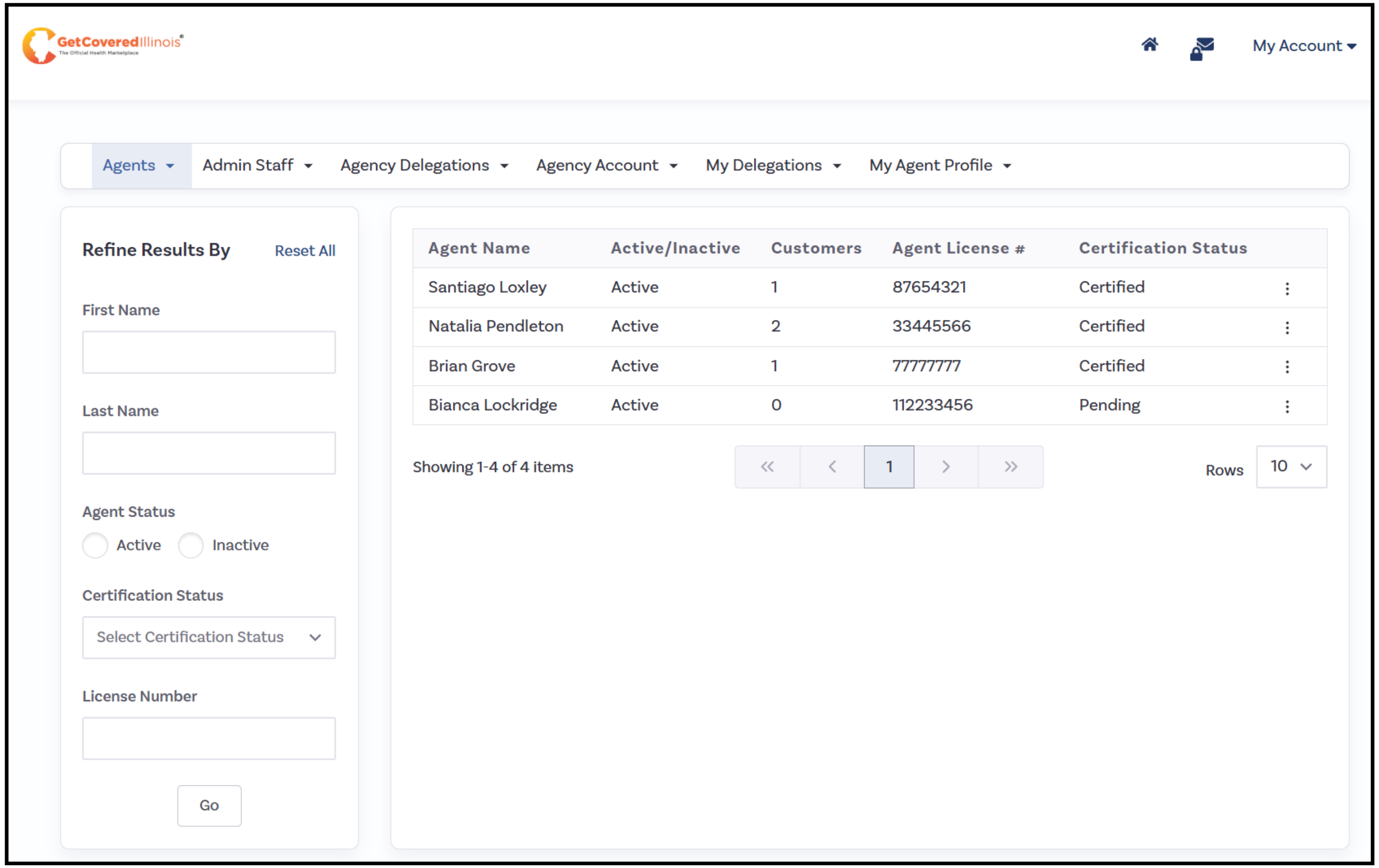


Detailed Walkthrough: Agency Manager Capabilities

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.

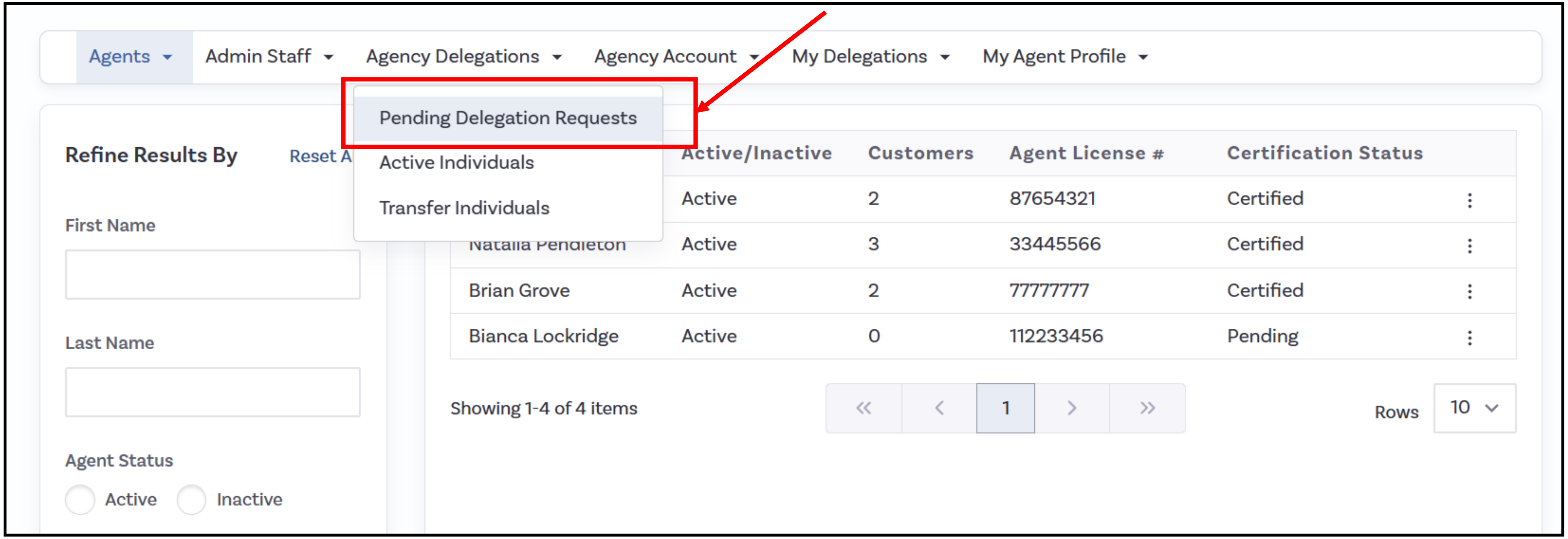
NOTE: The slides are from a test environment and do not reflect Get Covered Illinois' finalized language/content that will be displayed in the portal.



18

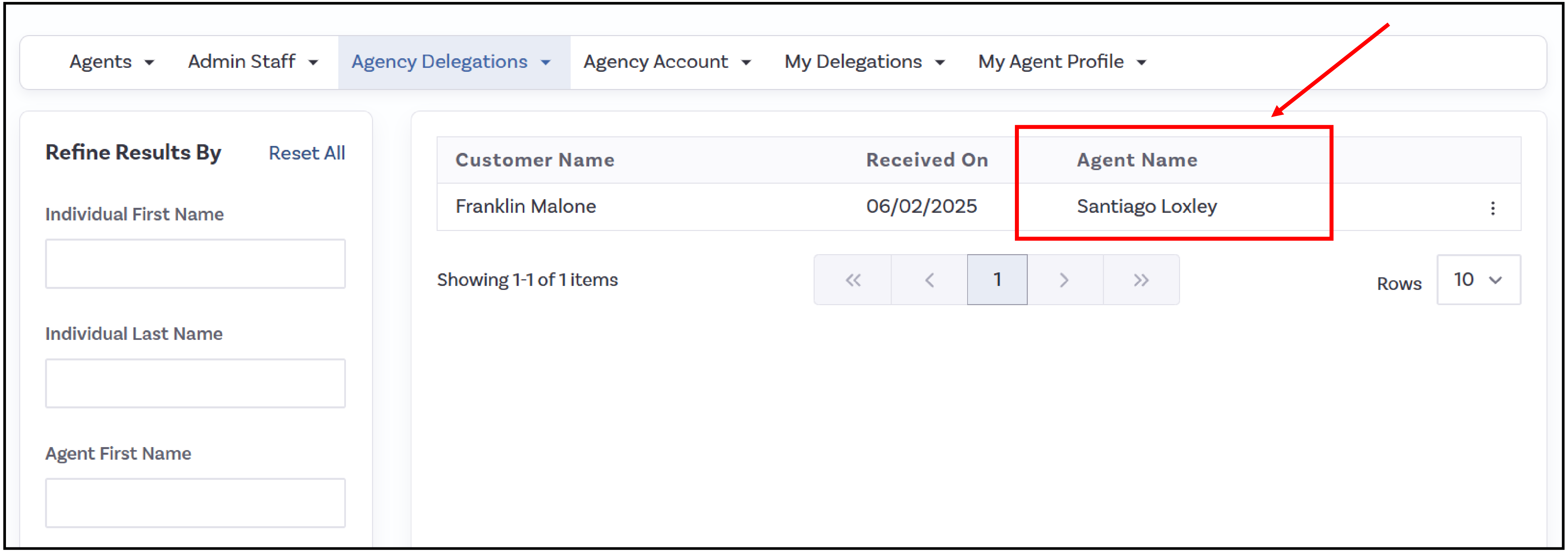
Agency Manager Capabilities: Accept Delegation Requests

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



Agency Manager Capabilities: Accept Delegation Requests

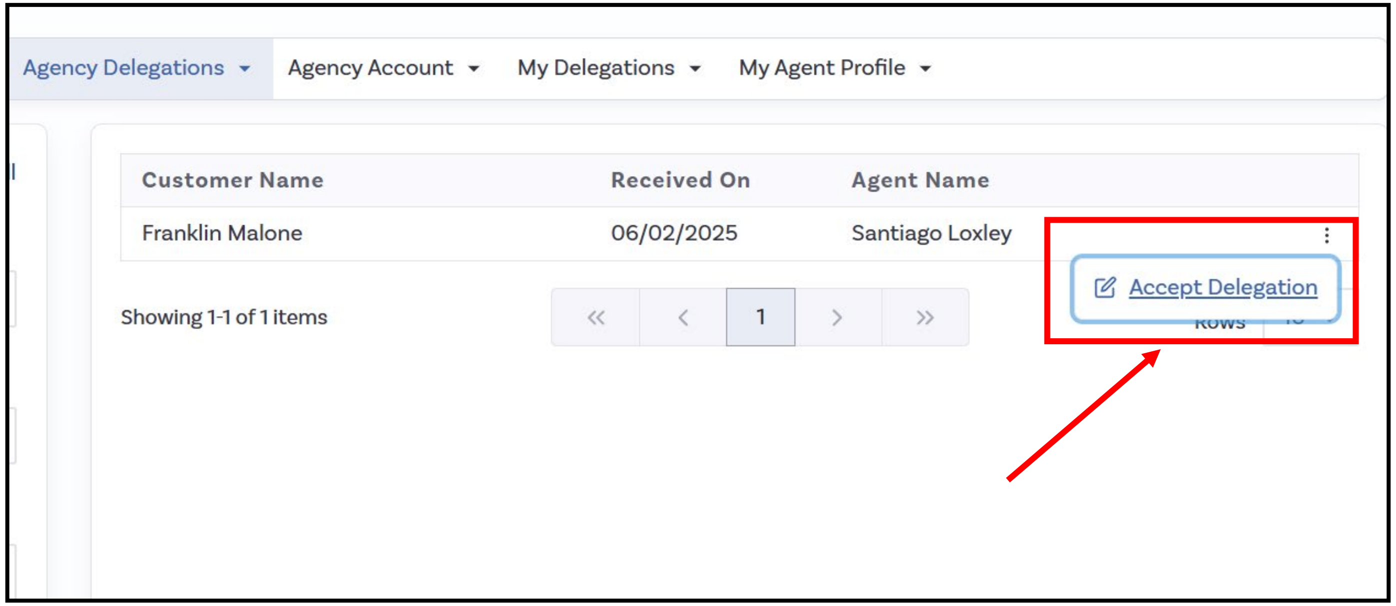
Step 2: The Agency Manager can view requests for any agent in their agency. The request below is for Santiago.



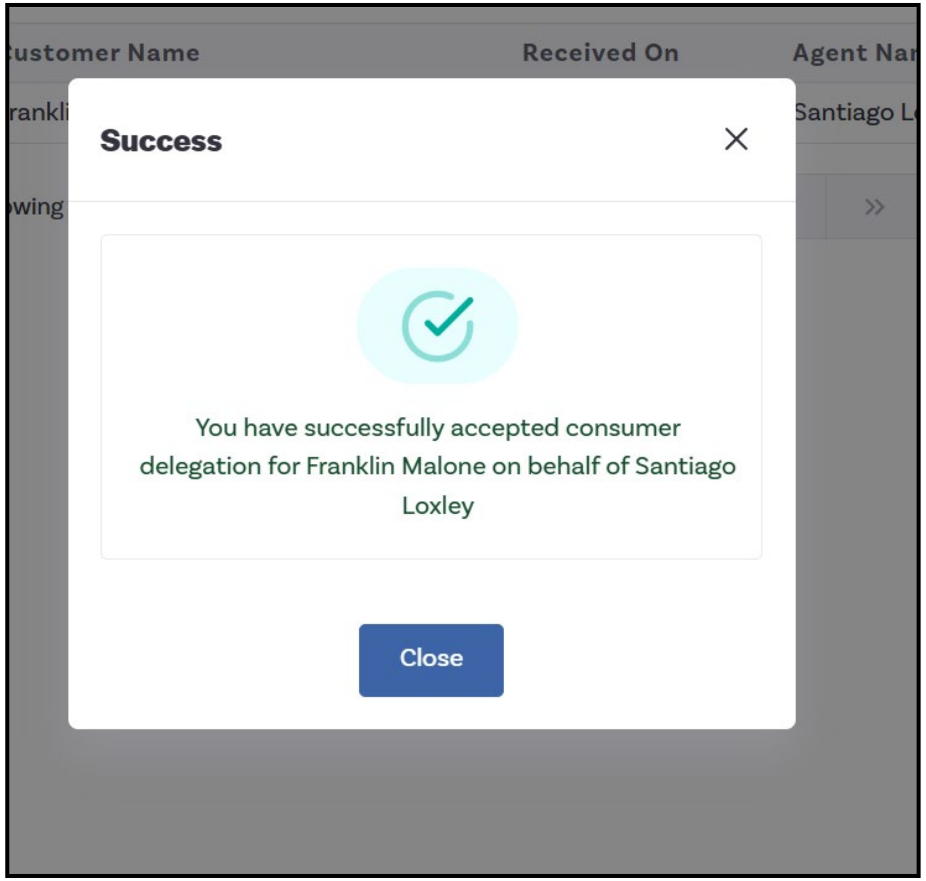
20

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.

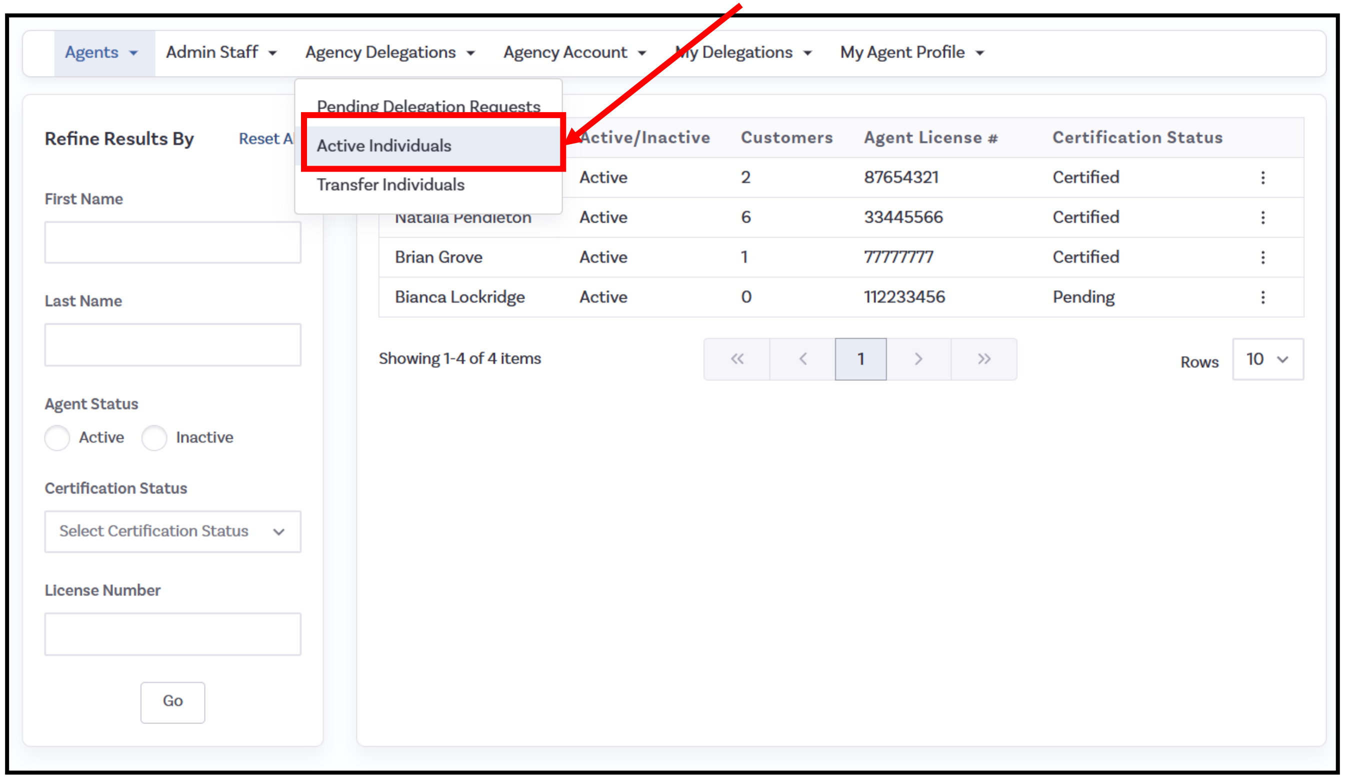


21

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

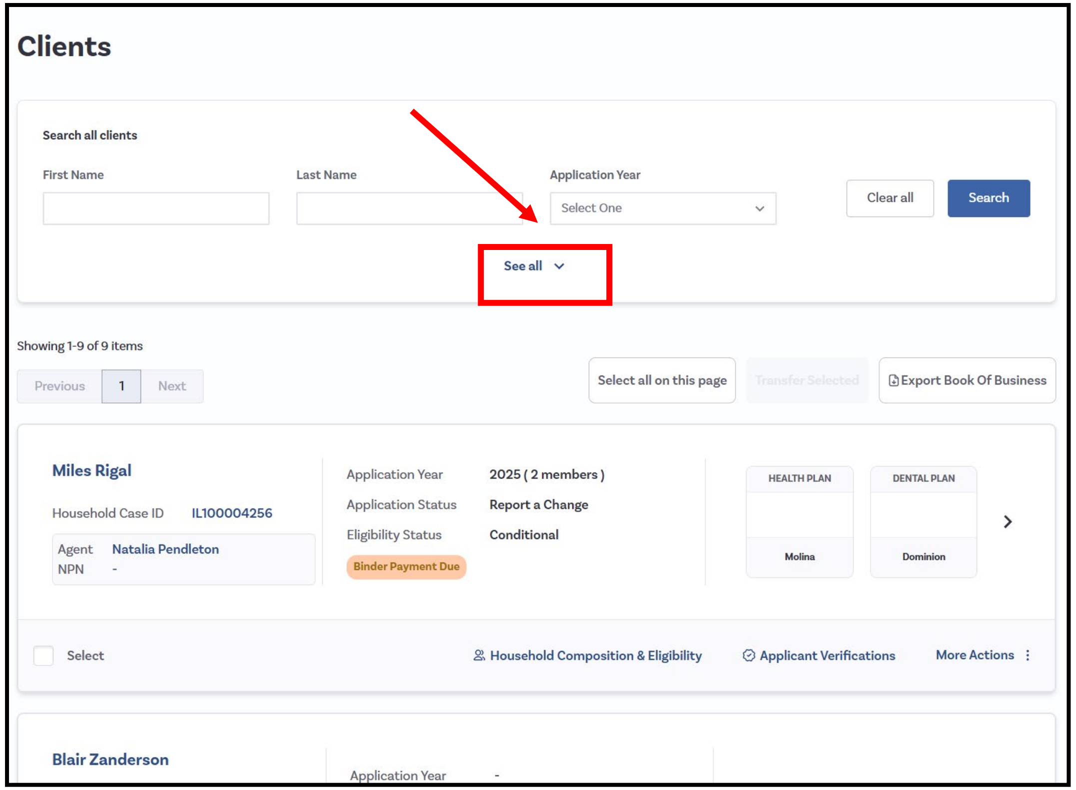
The Agency Manager Brian accepted the Delegation request for customer Franklin Malone on behalf of the broker Santiago. The Agency Manager can act on behalf of all customers within their agency.

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

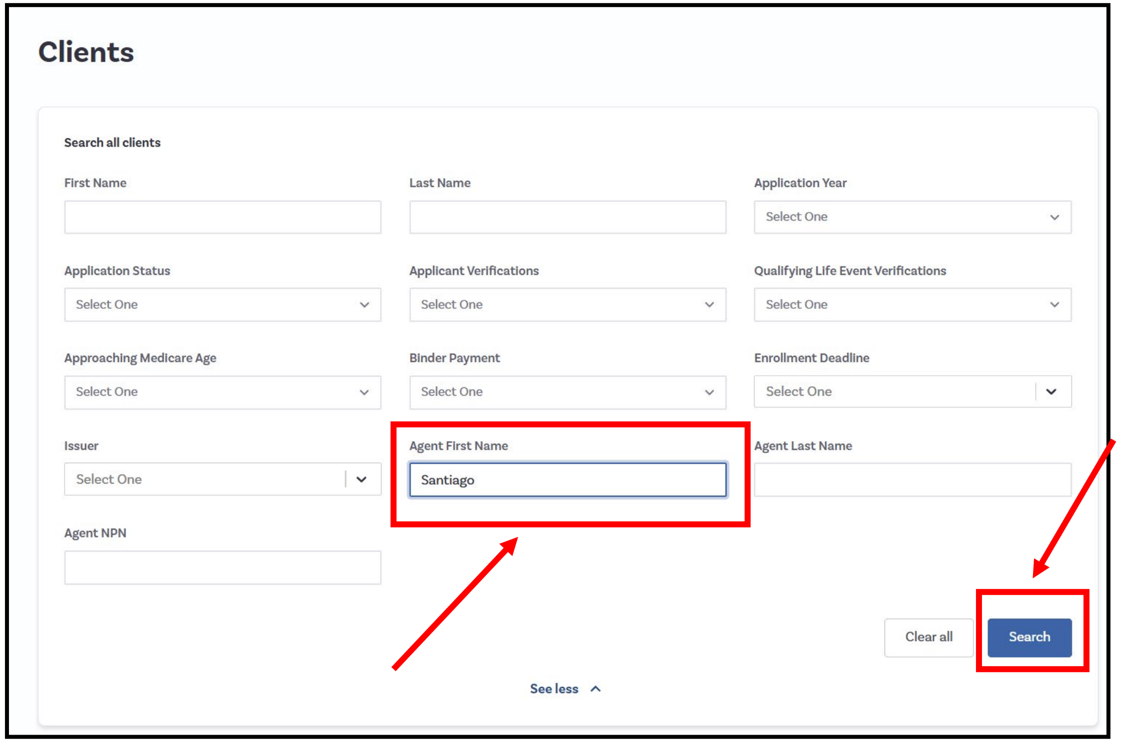


Agency Manager Capabilities: View Individual Account for all Customers in the Book of Business.

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



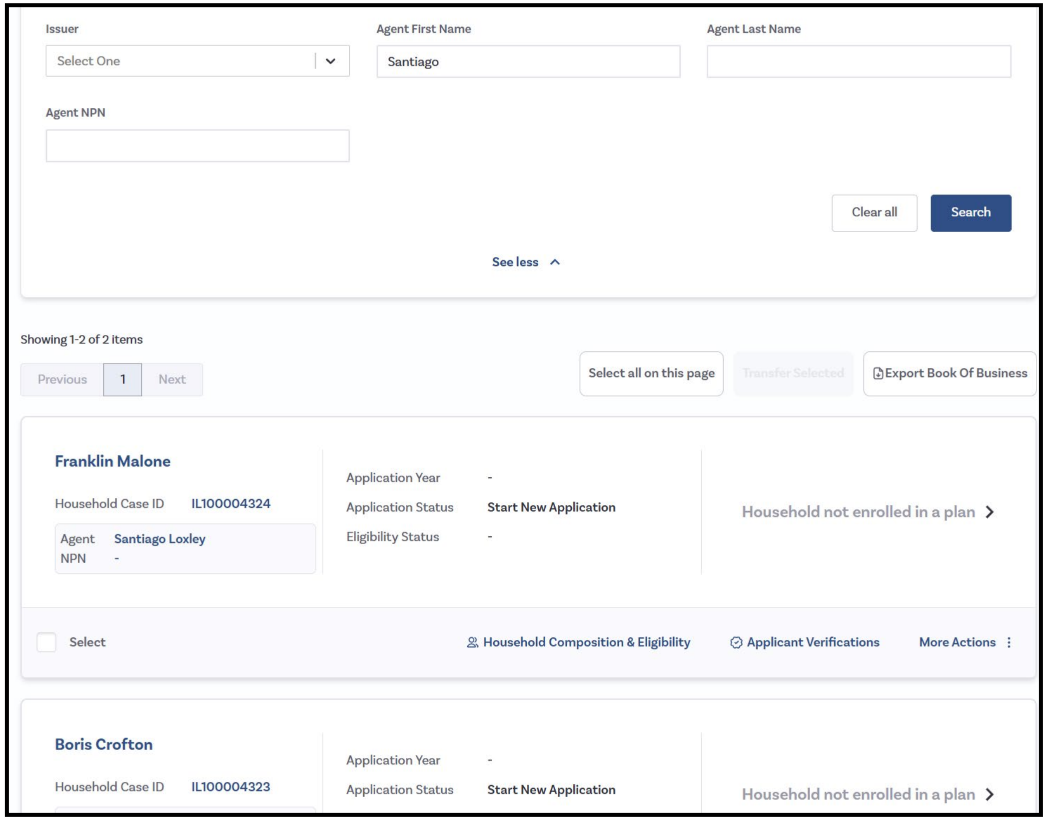
Step 3: The Agency Manager inputs a broker's First Name and selects "Search" to see all of Santiago's delegations.



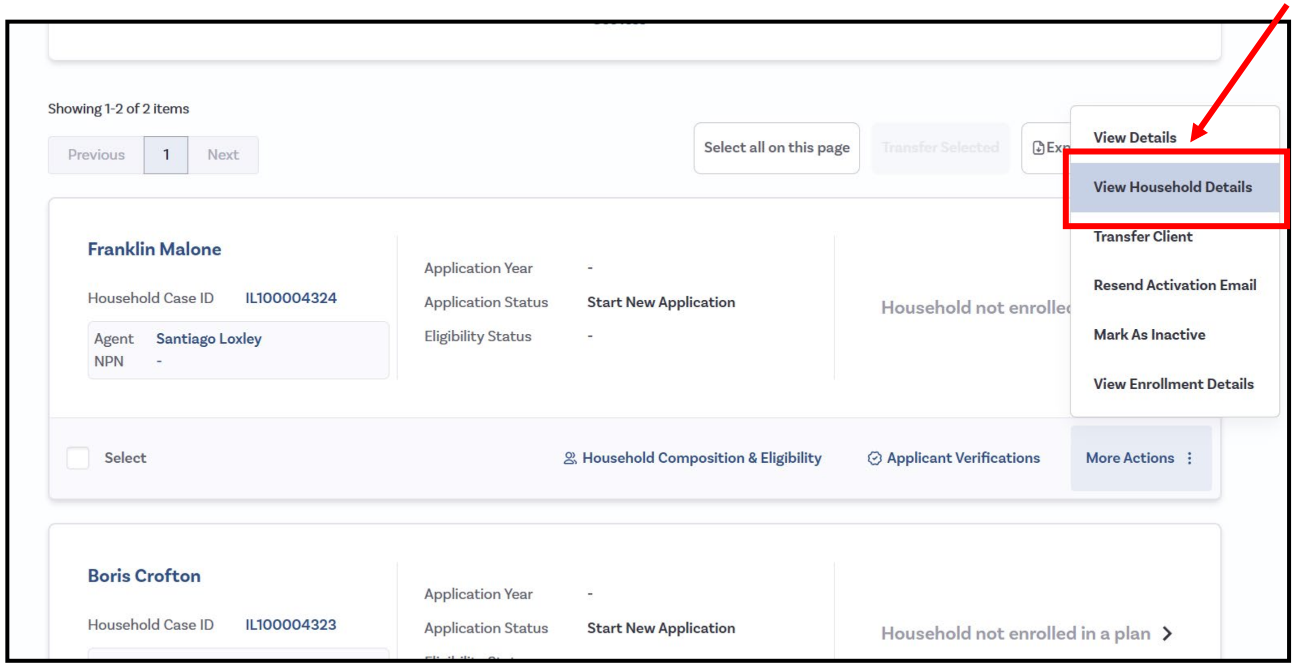
23

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.

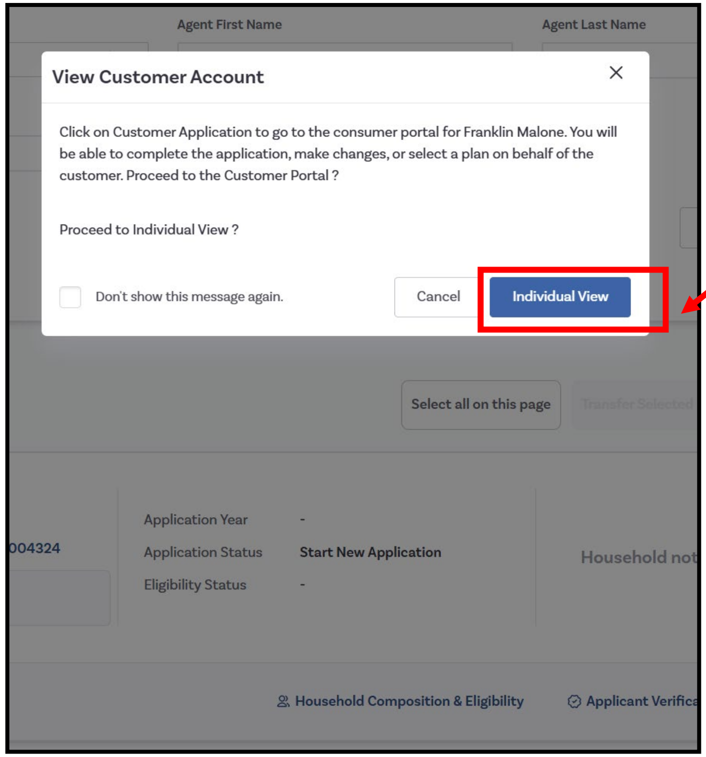


Step 5: The Agency Manager navigates to "View Household Details" to see this customer's account.

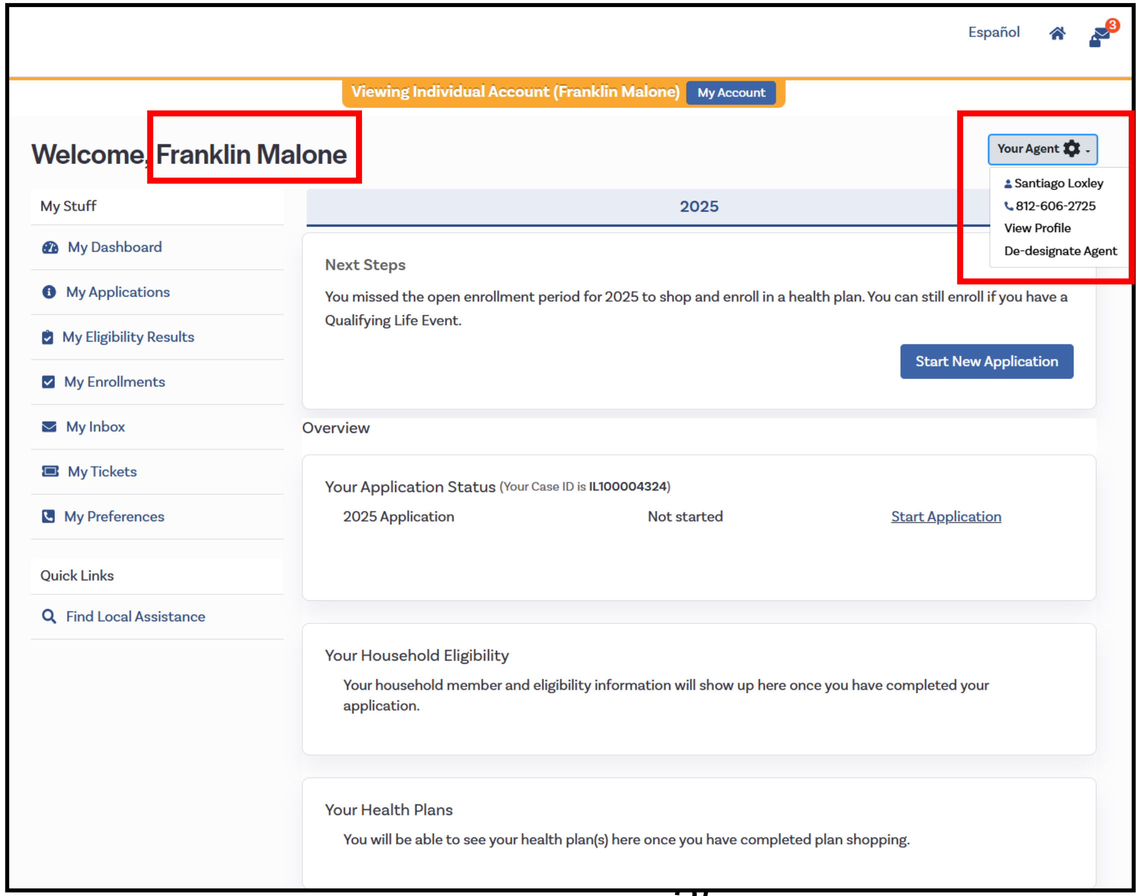


Agency Manager Capabilities: View Individual Account for all Customers in the Book of Business.

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.



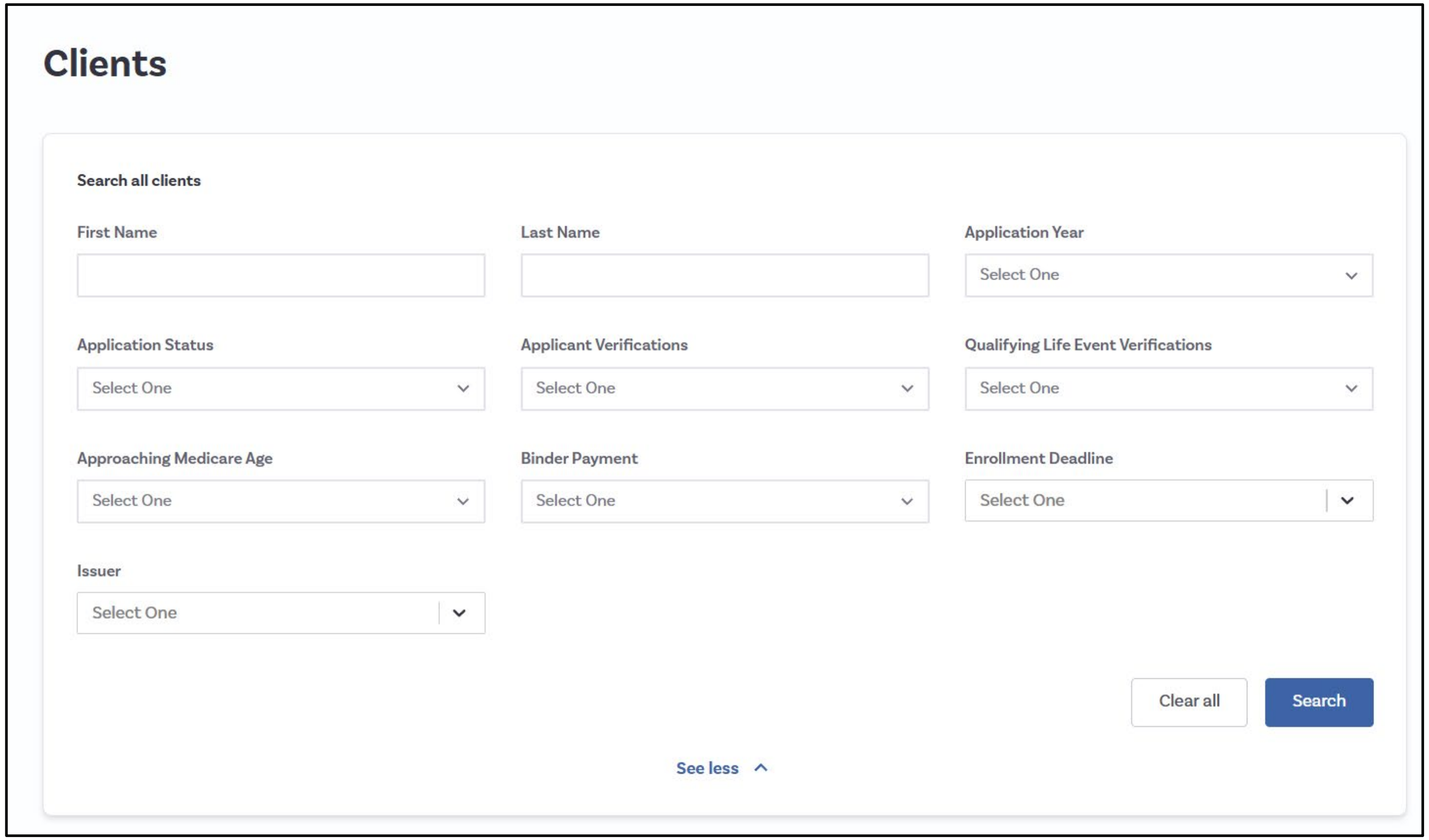
25

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



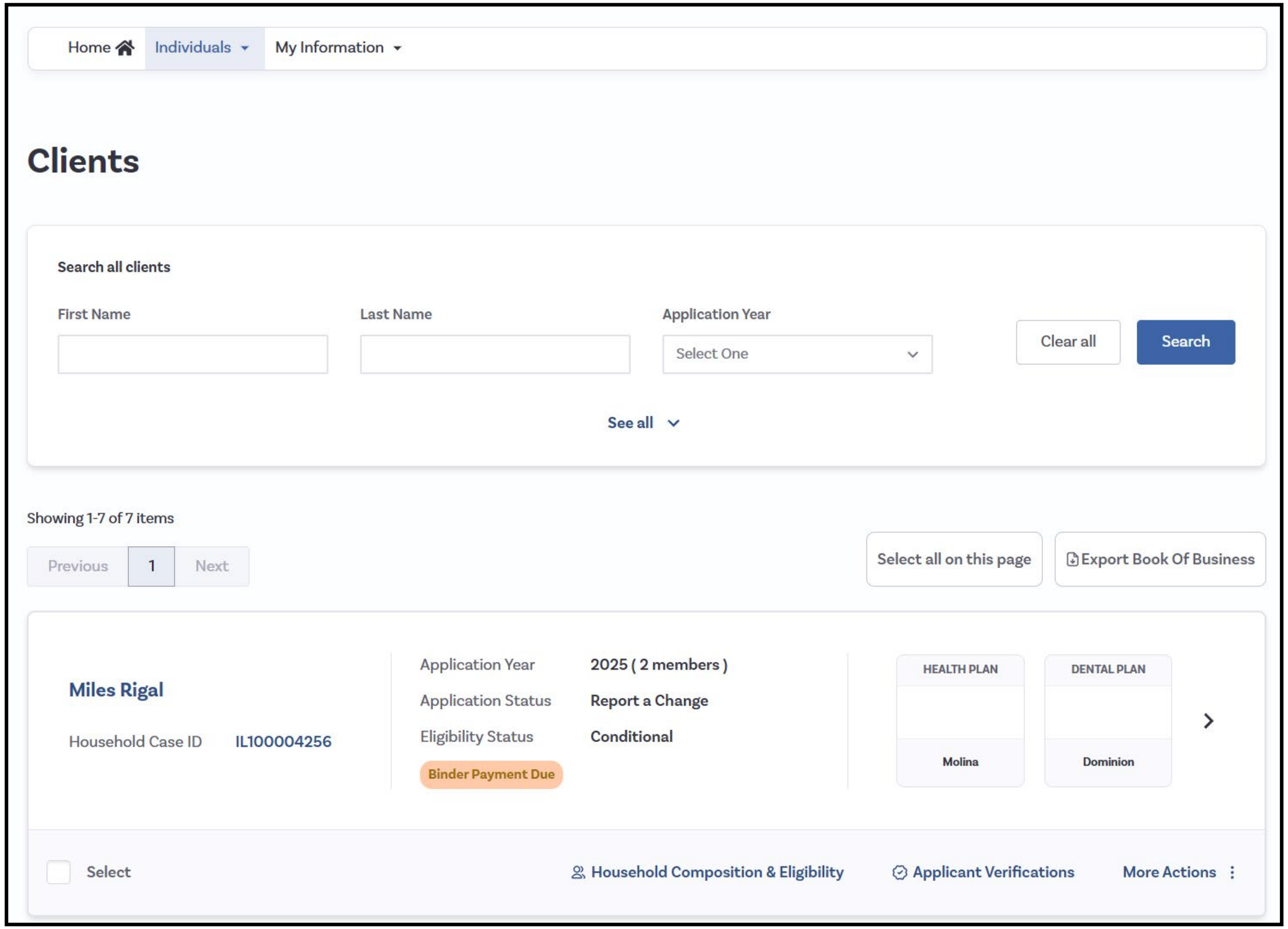
26

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



27

Customer Designations

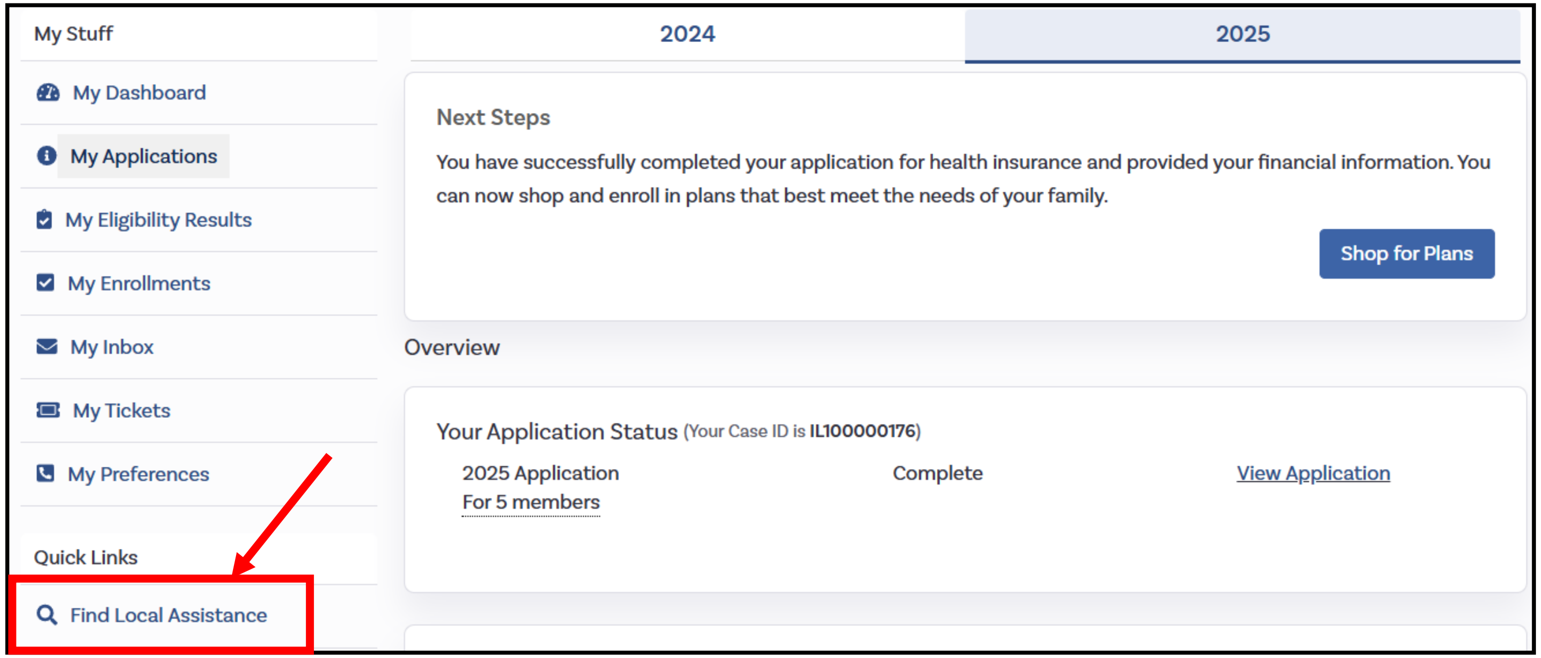
Brokers can designate consumers in two ways:

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

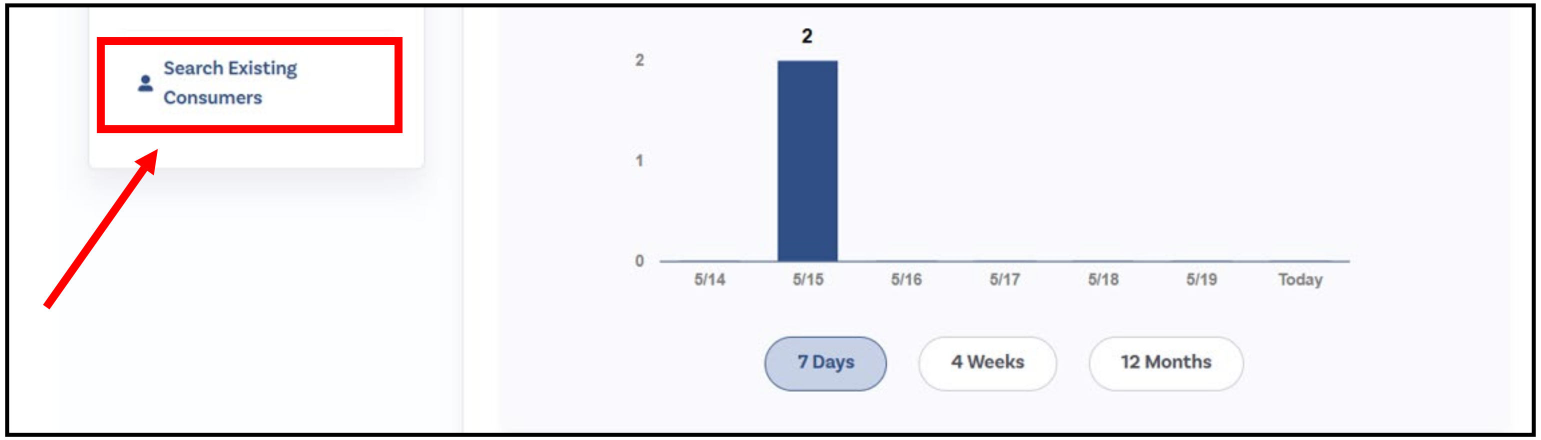
(2) Brokers can use the "Search for Existing Customer" tool to designate themselves to an existing customer or create a new account if the customer does not have one.

Brokers can designate customers at <u>any time</u> of the year and at <u>any point</u> in the customer's application or enrollment process.

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



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



Detailed Walkthrough: Find Local Assistance Tool

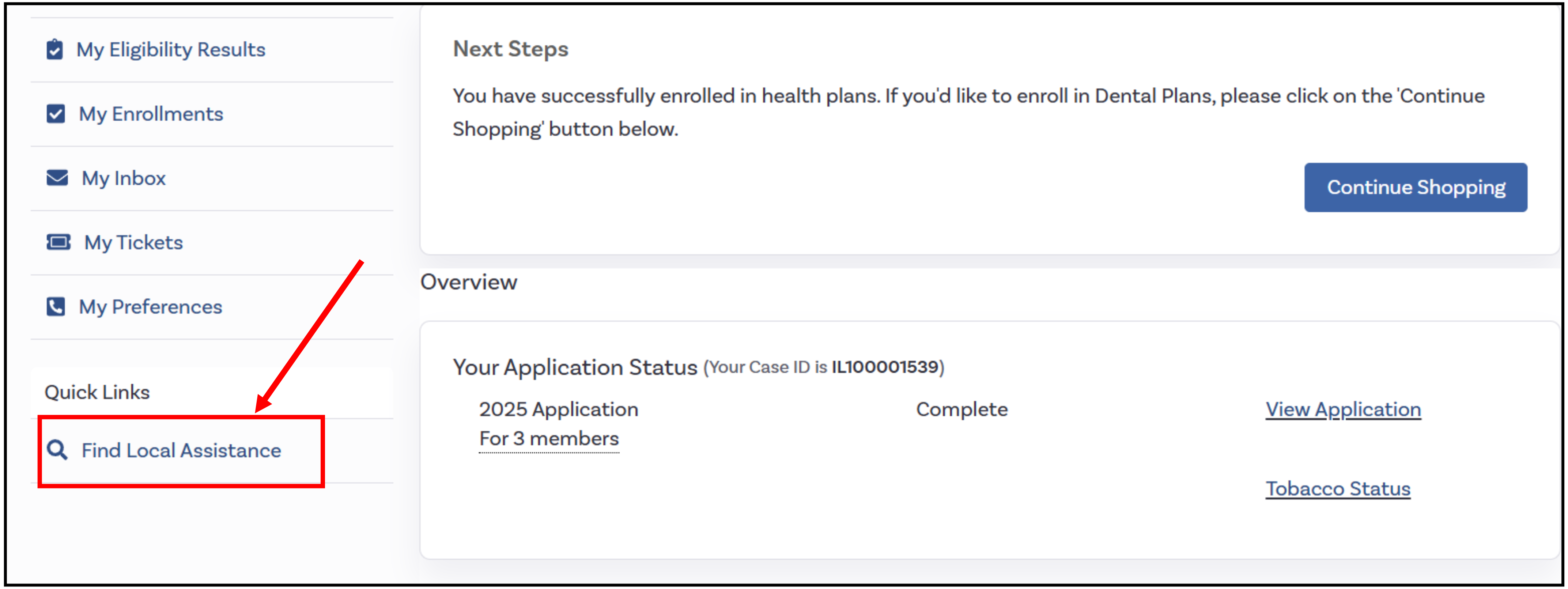
The following slides show the process that consumers can use to request a broker designation directly from their account. The high-level process is below:

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

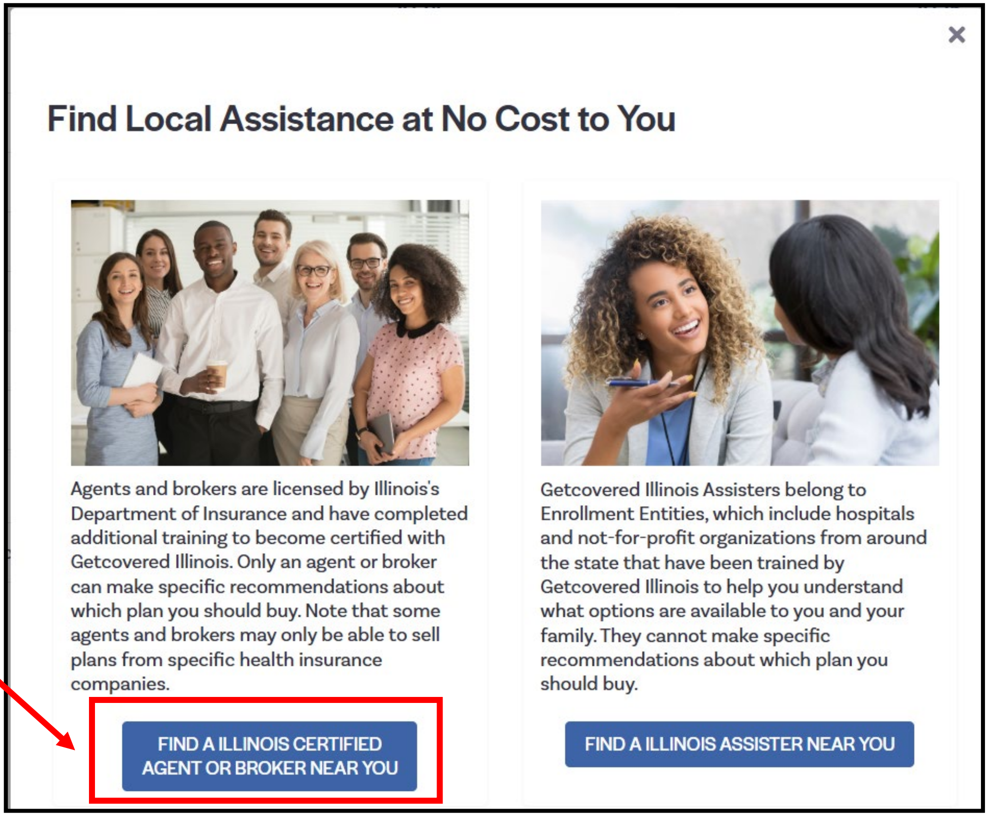
Step 1: Consumers select "Find Local Assistance" from their dashboard:



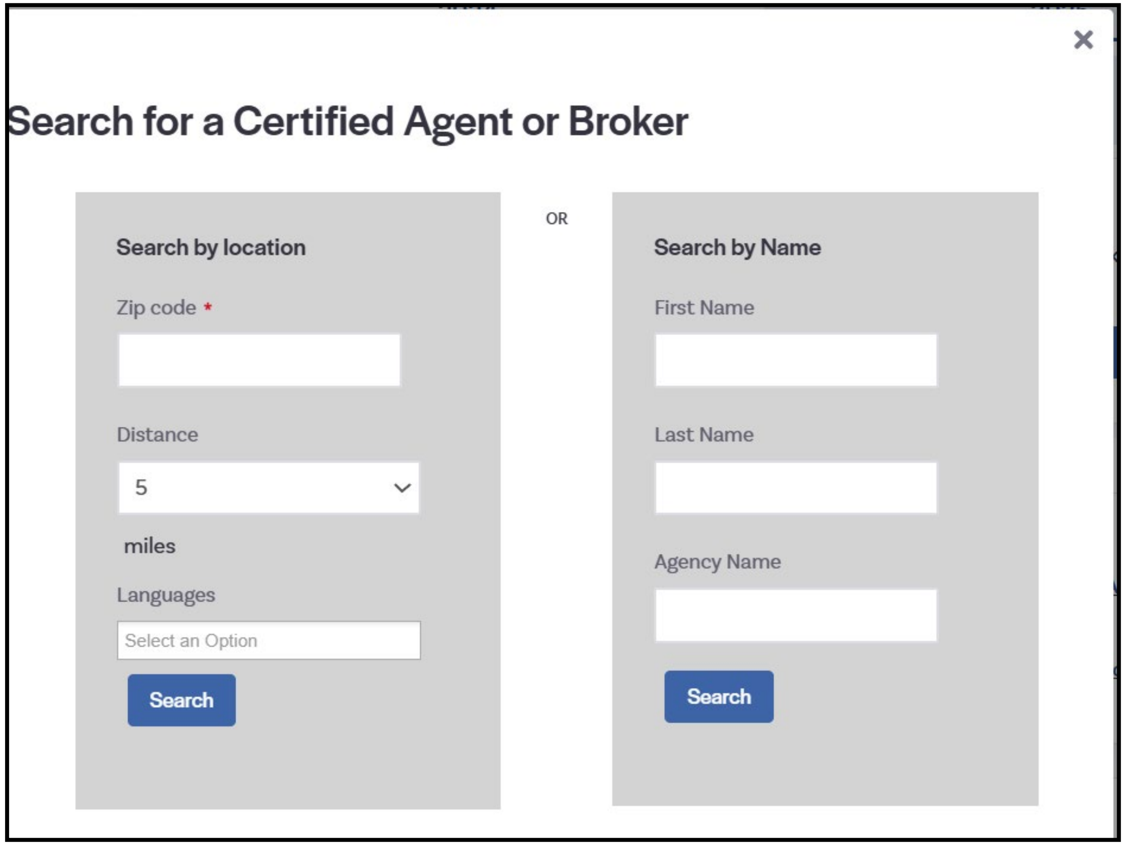
30

Detailed Walkthrough: Find Local Assistance Tool

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



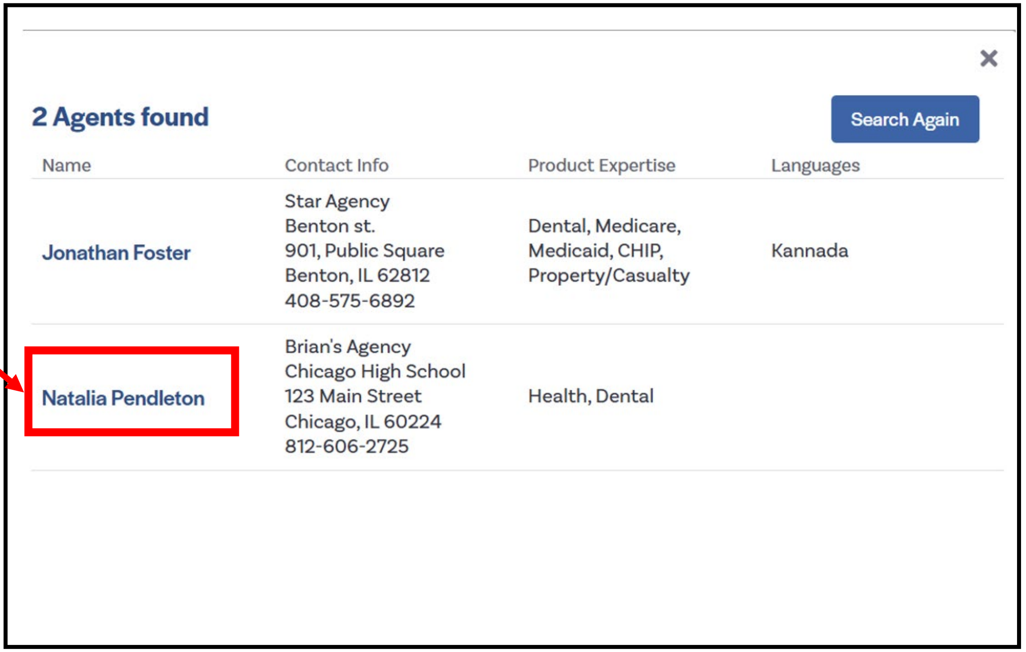
Step 3: Consumers can input a Zip Code range, or the broker's name if they know who they want to work with already.



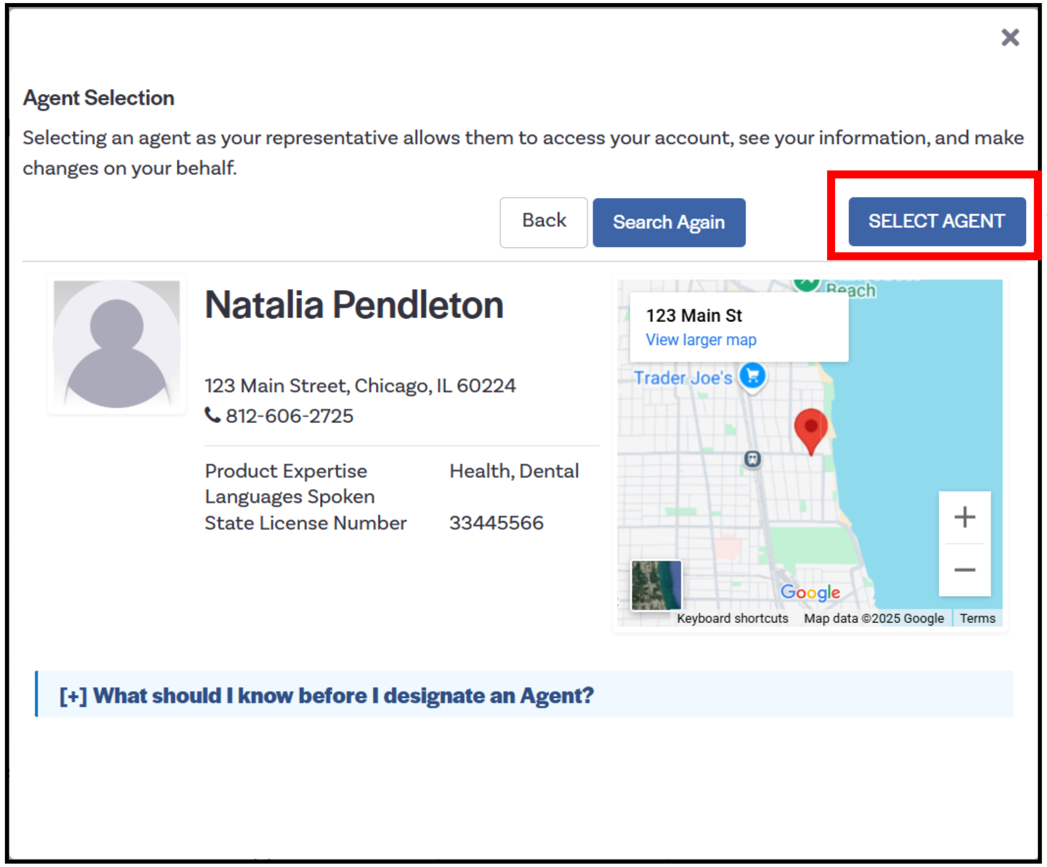
31

Detailed Walkthrough: Find Local Assistance Tool

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

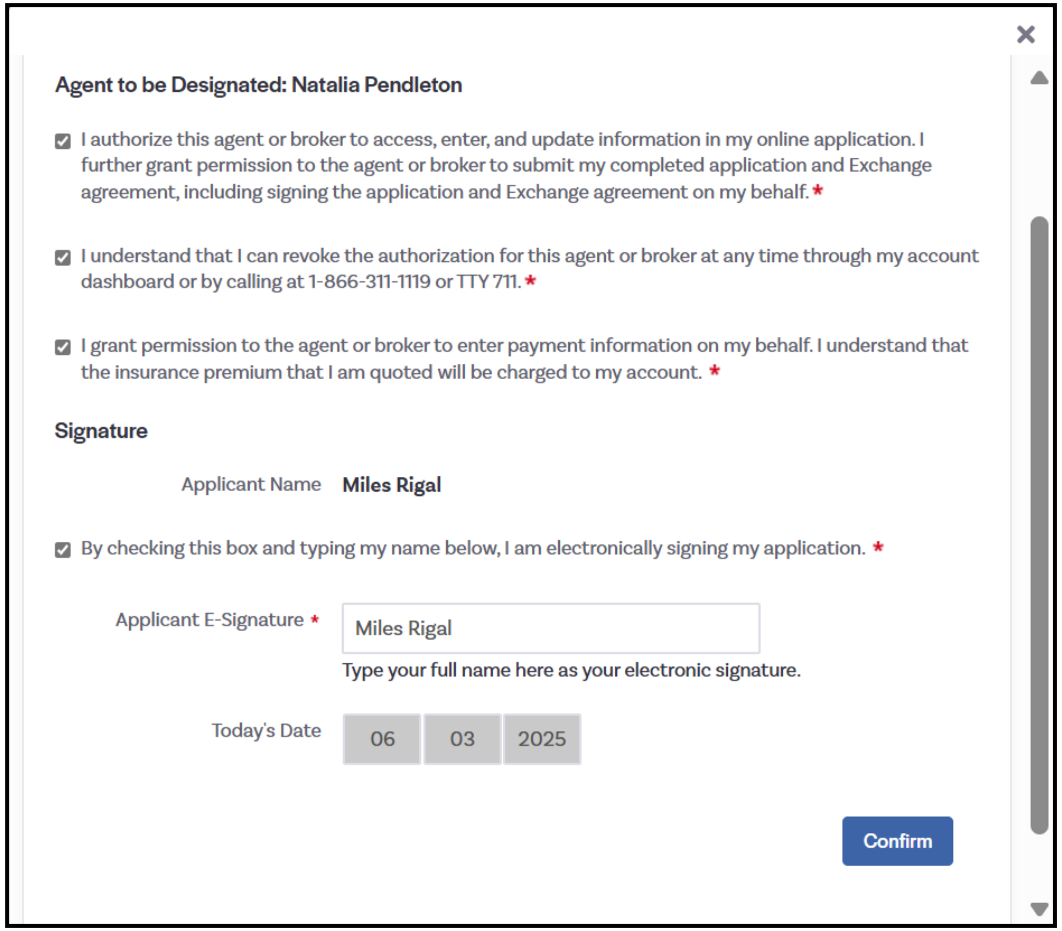


Step 5: Consumers click "Select Agent" if they would like to proceed with this broker:

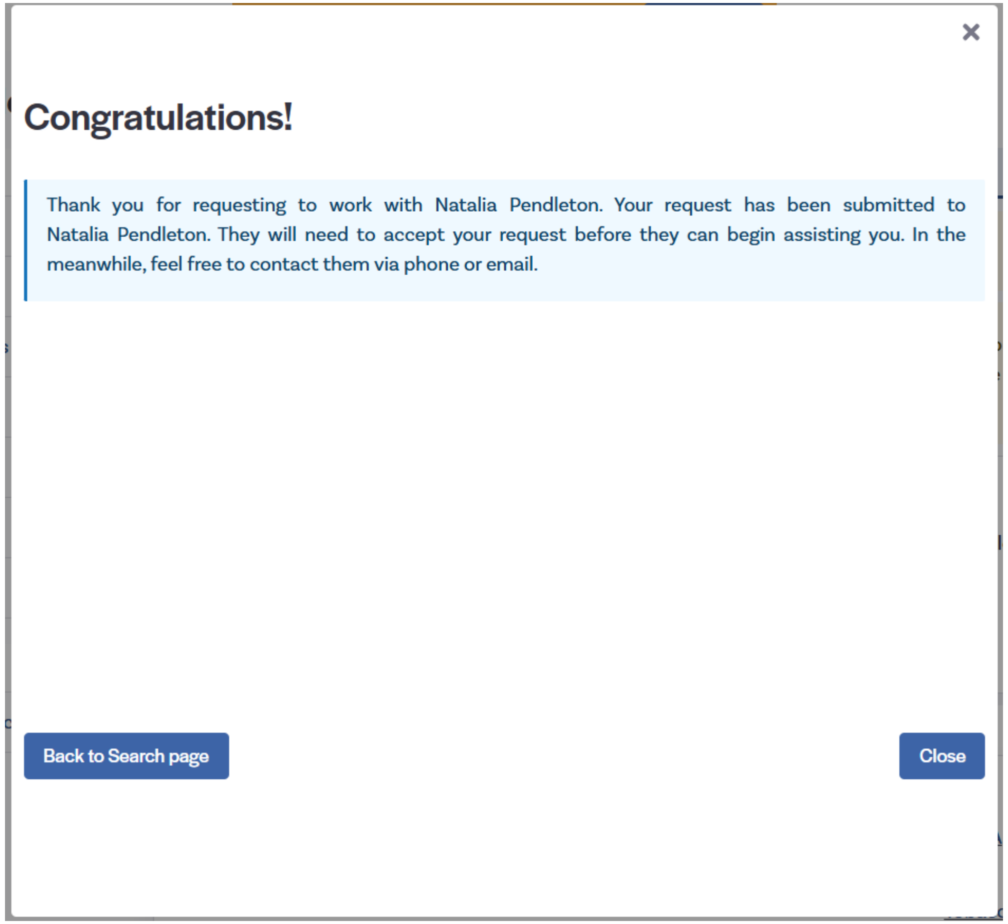


Detailed Walkthrough: Find Local Assistance Tool

Step 6: Consumers review the agreement and select "Confirm".



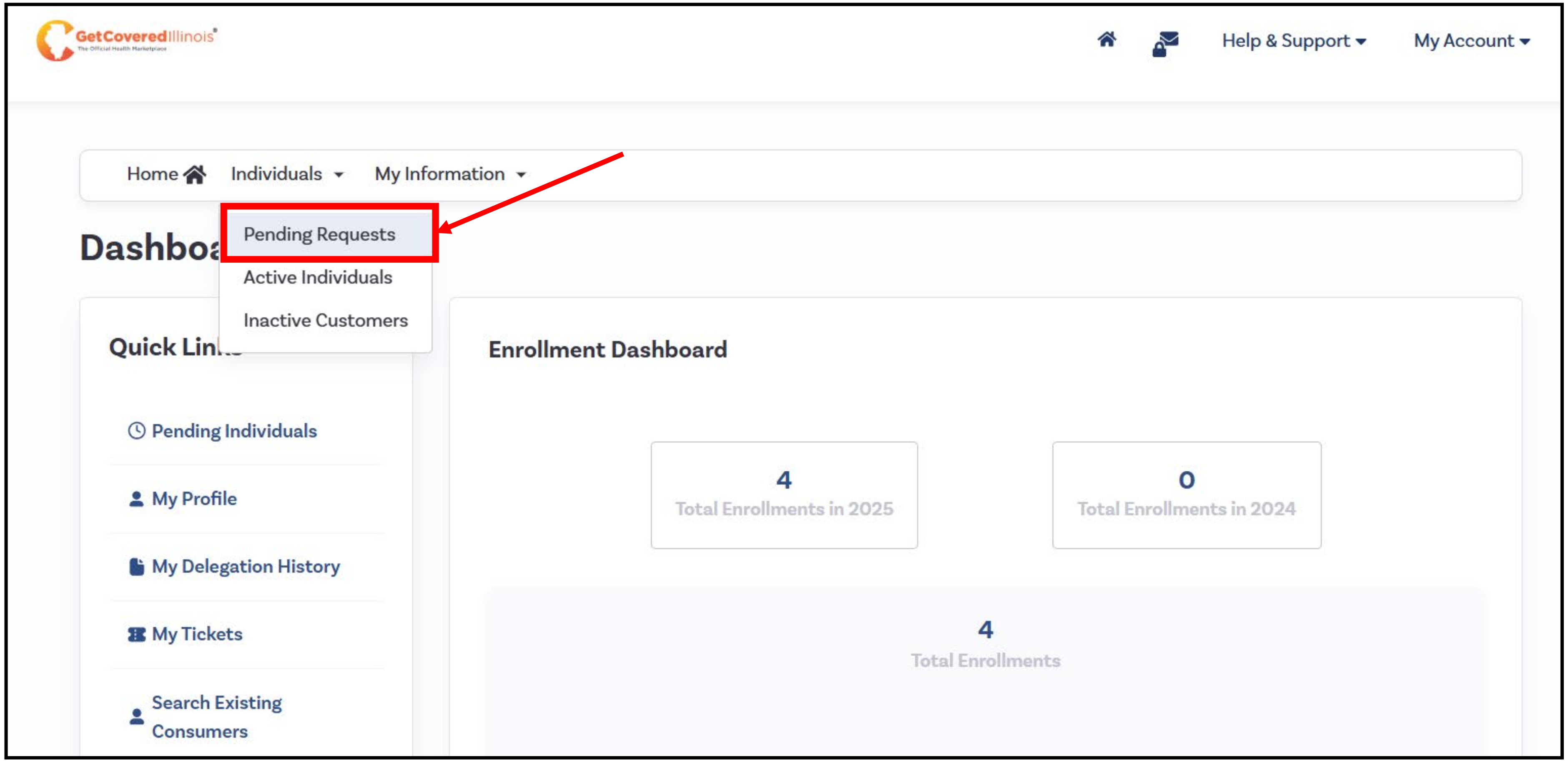
Step 7: Consumers receive success screen informing them that their request was sent to the broker.



33

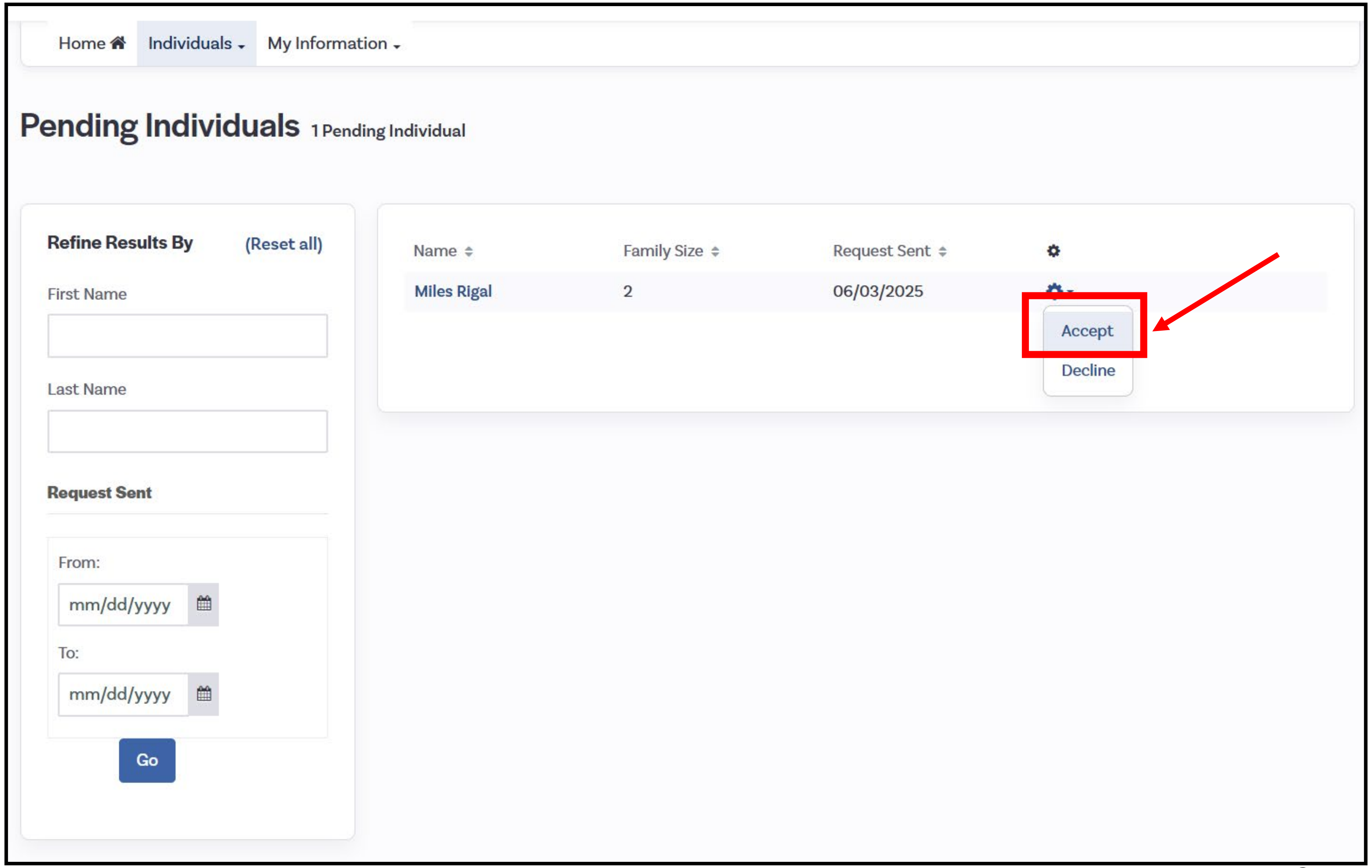
Detailed Walkthrough: Find Local Assistance Tool

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



Detailed Walkthrough: Find Local Assistance Tool

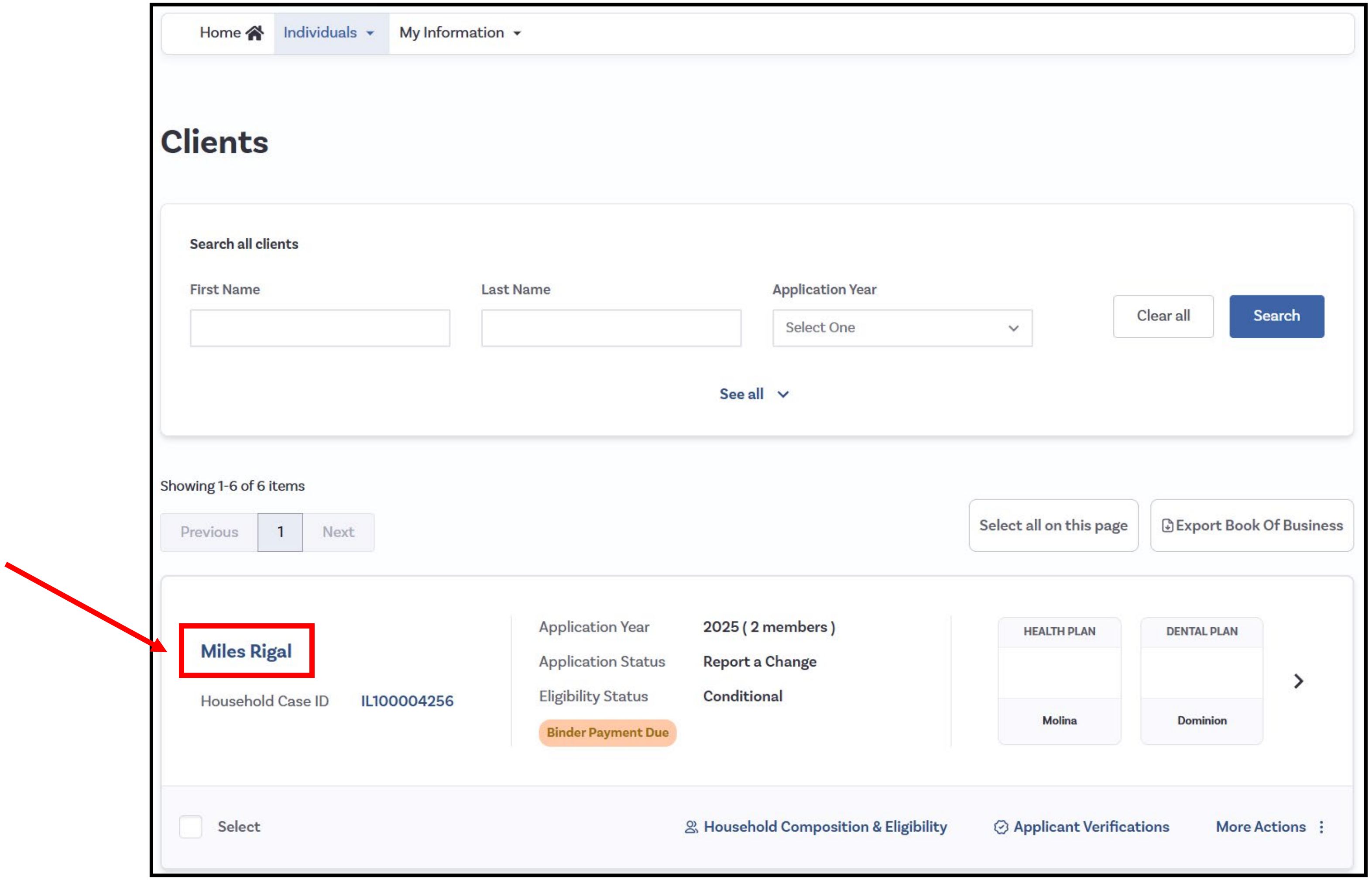
Step 9: Broker selects “Accept” to designate the customer to their account.



35

Detailed Walkthrough: Find Local Assistance Tool

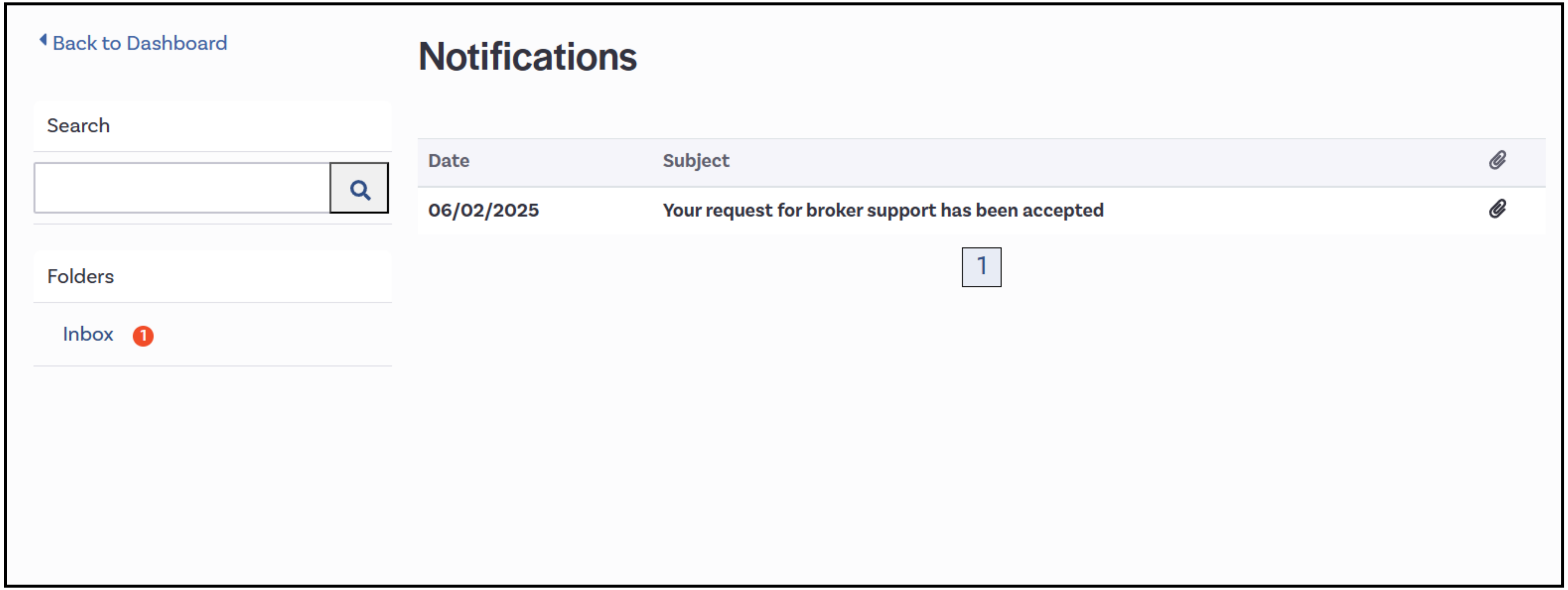
Step 10: The customer is now in the broker's Book of Business:



36

Detailed Walkthrough: Find Local Assistance Tool

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



Detailed Walkthrough: View Member Account

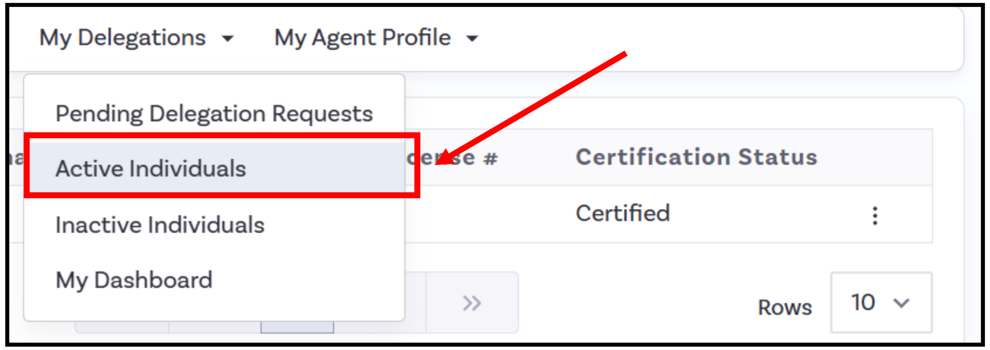
After a consumer is affiliated with a broker, the broker can view their account and act on behalf of them. The following slides show how brokers can access their account. The high-level process is below:

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.

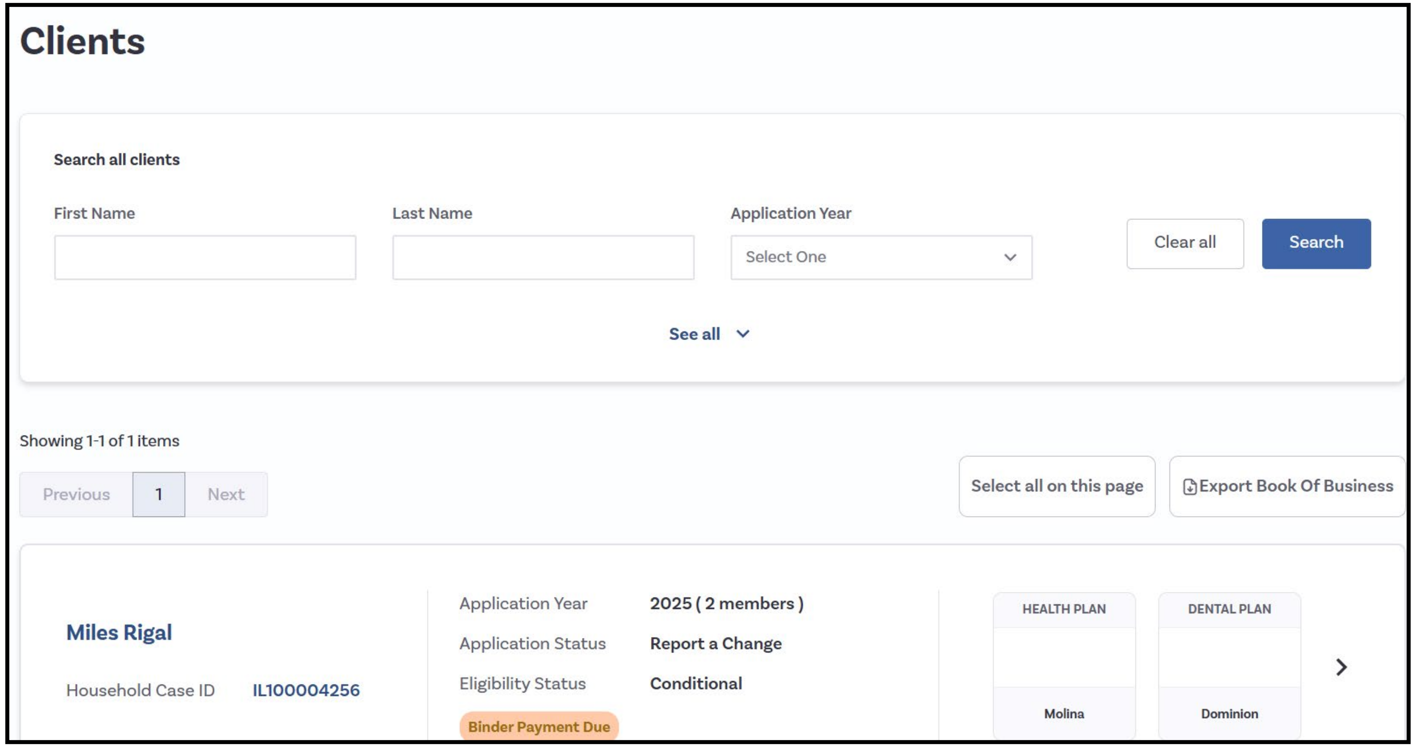
NOTE: The slides are from a test environment and do not reflect Get Covered Illinois’ finalized language/content that will be displayed in the portal. All information shown is mock data (no real PII).

Detailed Walkthrough: View Member Account

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



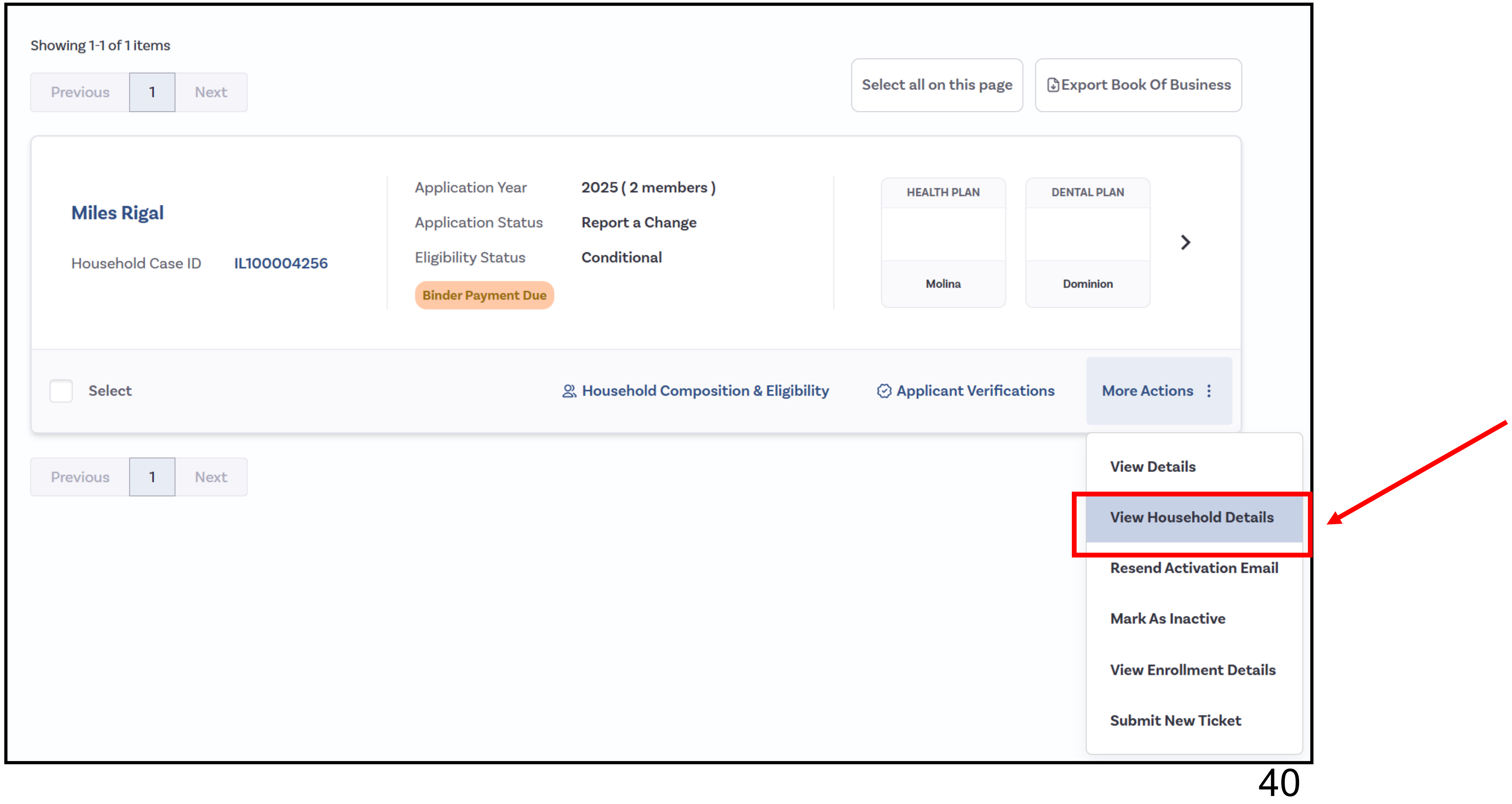
Step 2: Broker can view, search, and filter by active clients in their book of business:



39

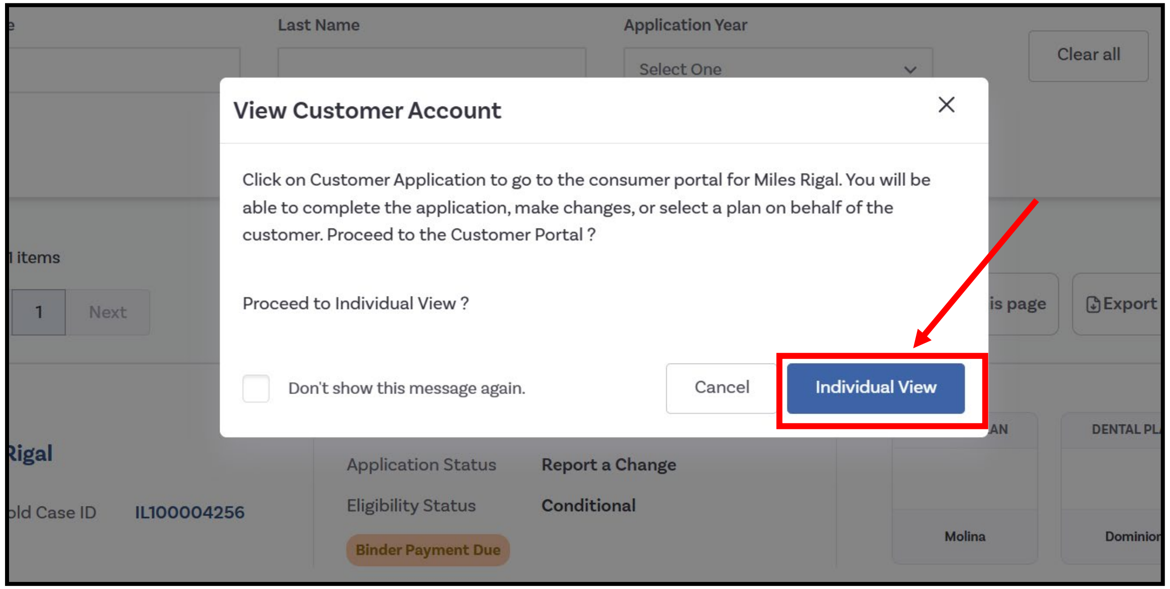
Detailed Walkthrough: View Member Account

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

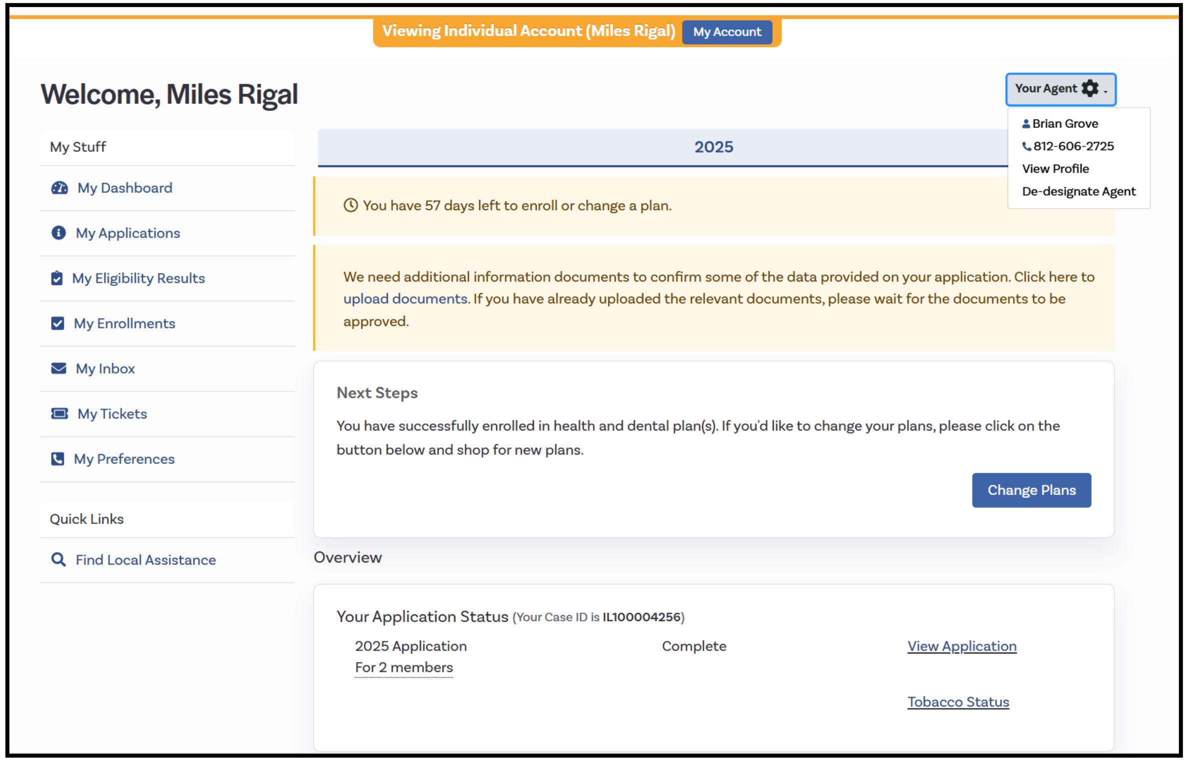


Detailed Walkthrough: View Member Account

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:



41

Customer Search

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:

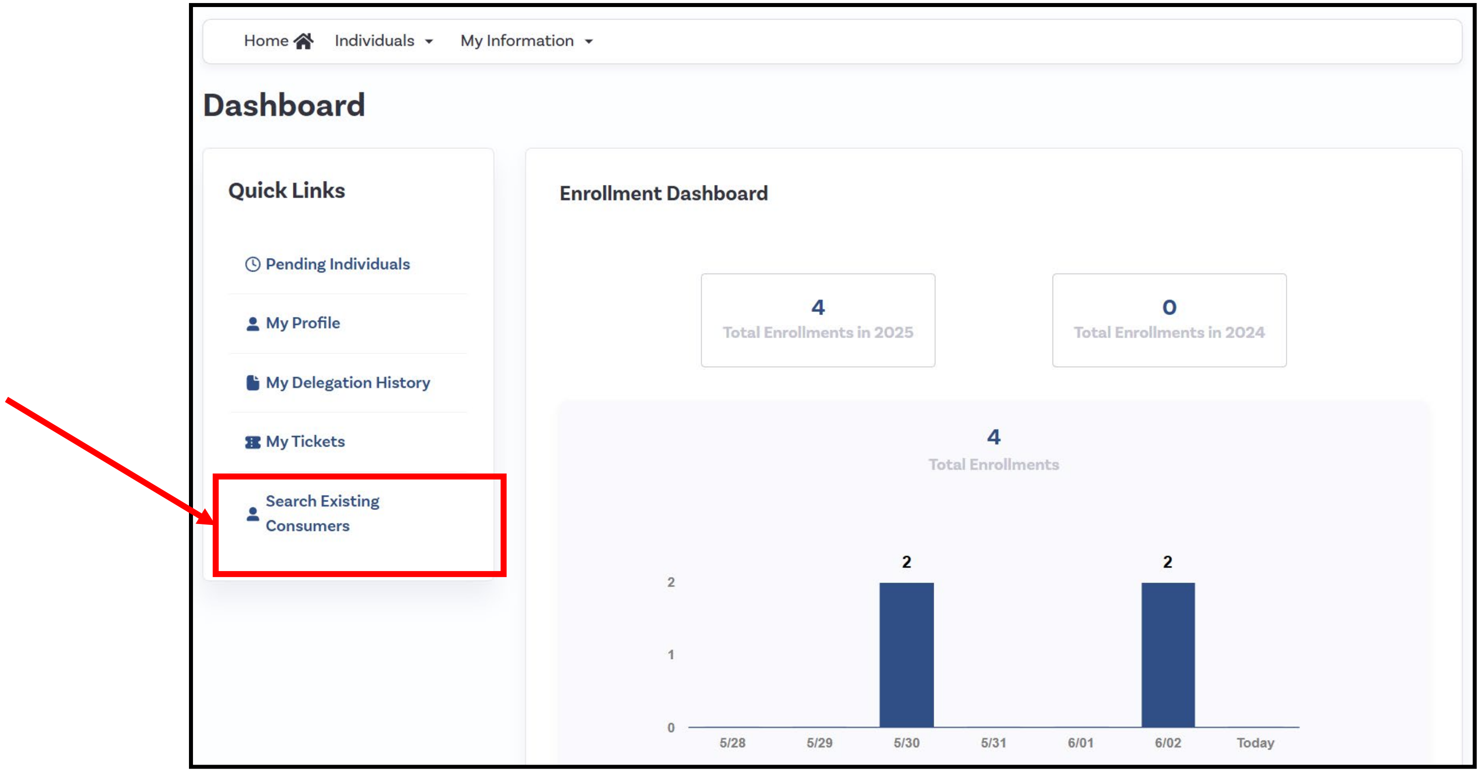
1. Broker selects "Search Existing Consumers" from their dashboard.
2. Broker inputs consumer's Name and DOB as well as a document to verify that the broker has consent.
3. Broker inputs consumer's full SSN and DOB.
4. Broker confirms that they would like to Claim this customer and add them to their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

43

Detailed Walkthrough: Search for Existing Customer

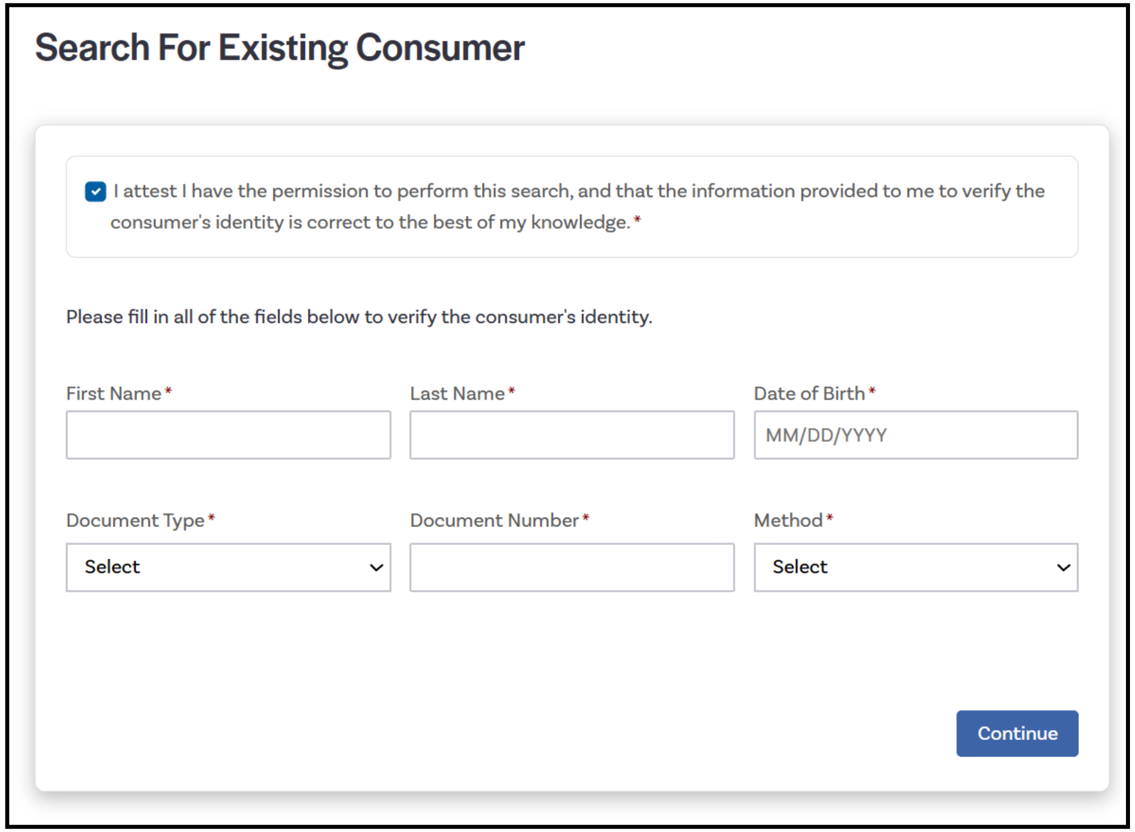
Step 1: Select "Search Existing Consumers" from your dashboard:



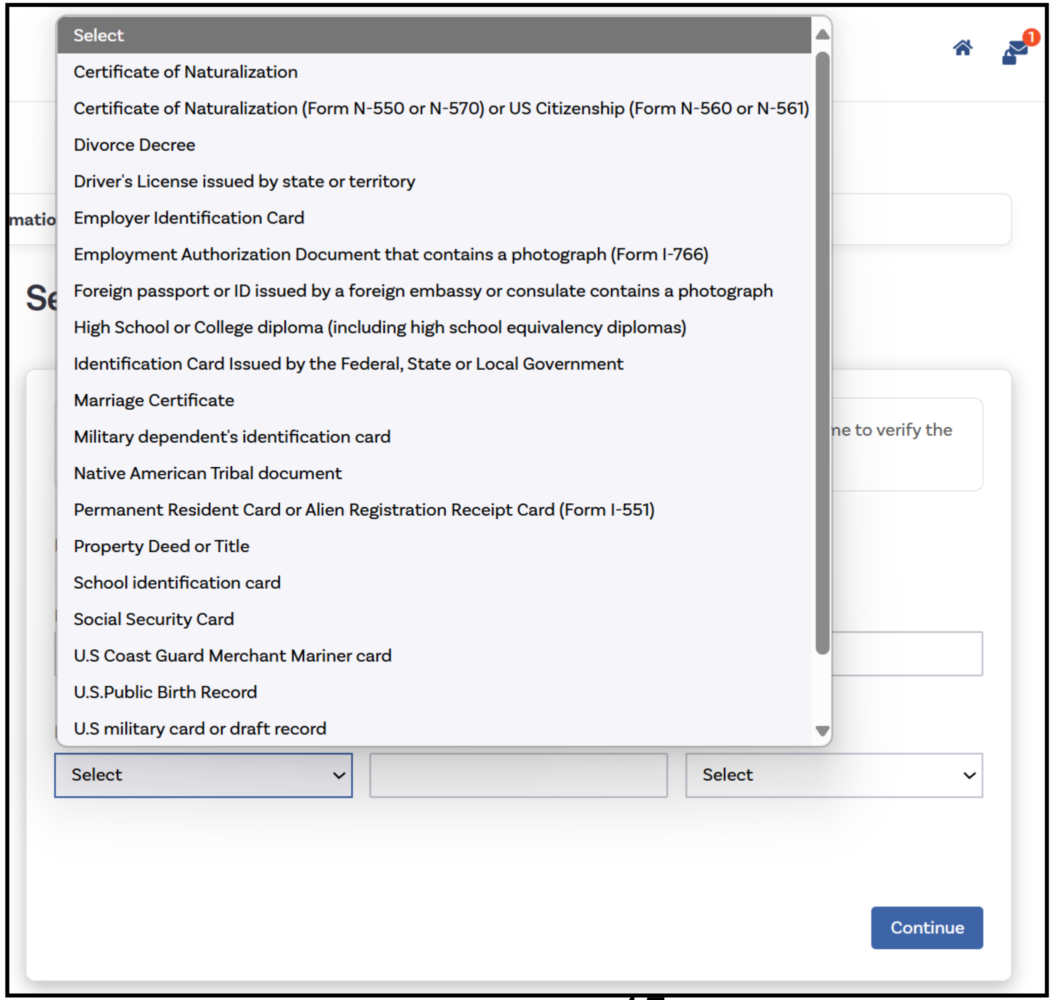
Note: This process can only be used if the customer has an SSN. If the customer does not have an SSN, the broker can call the CAC for designation assistance if the customer is not able to log-in to their account.

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).



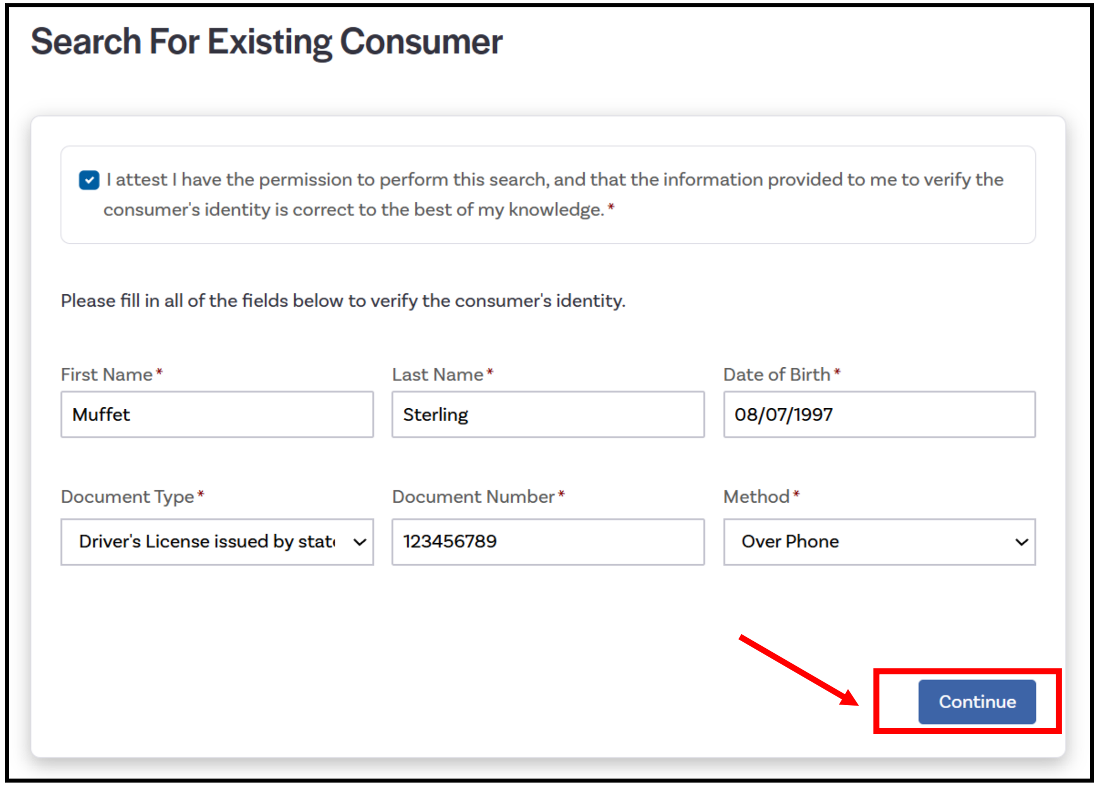
Step 3: The Document Type dropdown is for the broker to select what document they will be using for verification.



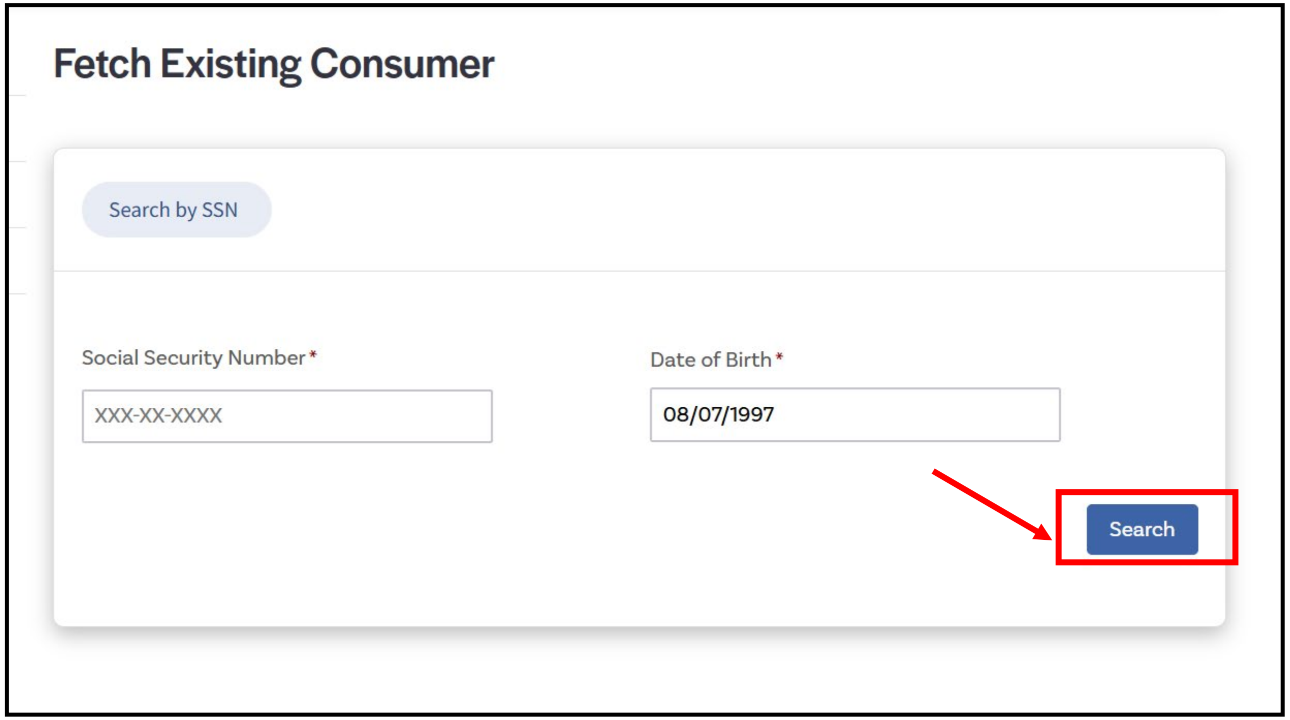
45

Detailed Walkthrough: Search for Existing Customer

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



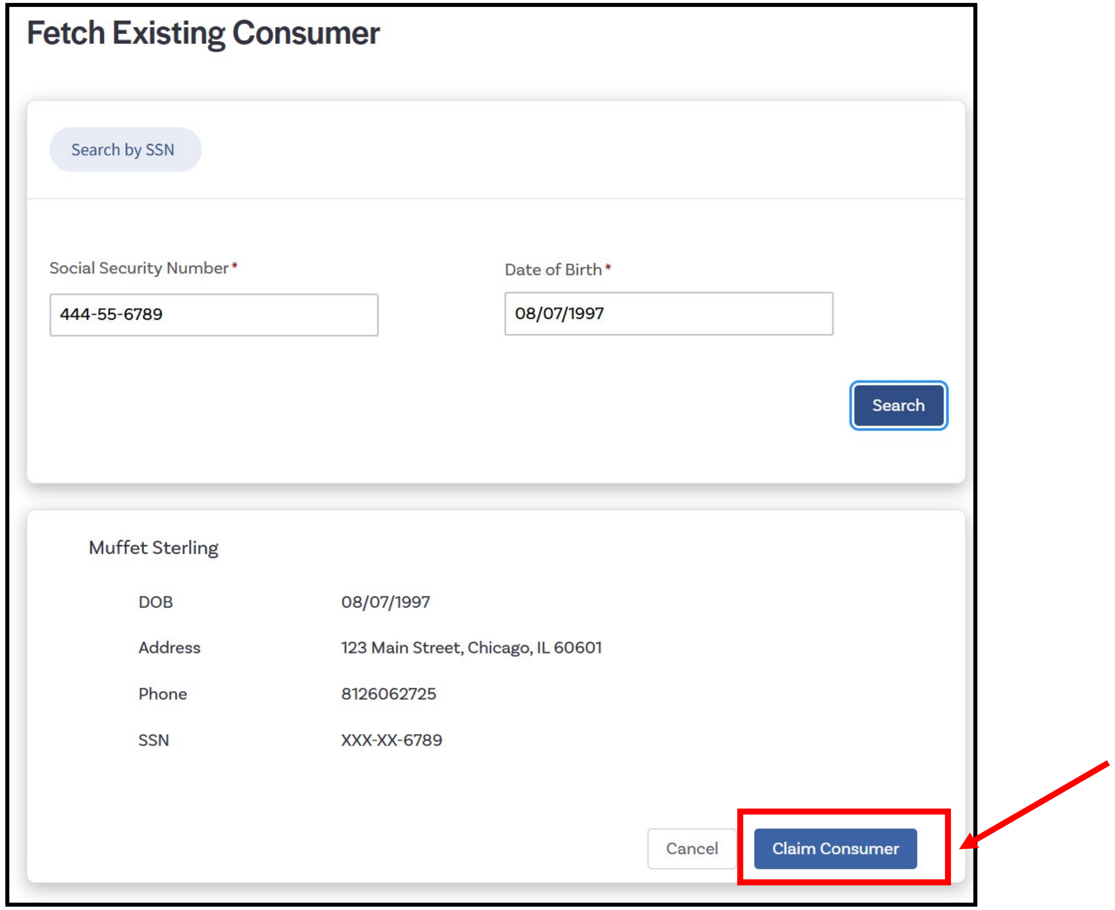
Step 5: Input the consumer's full SSN and DOB, and select "Search."



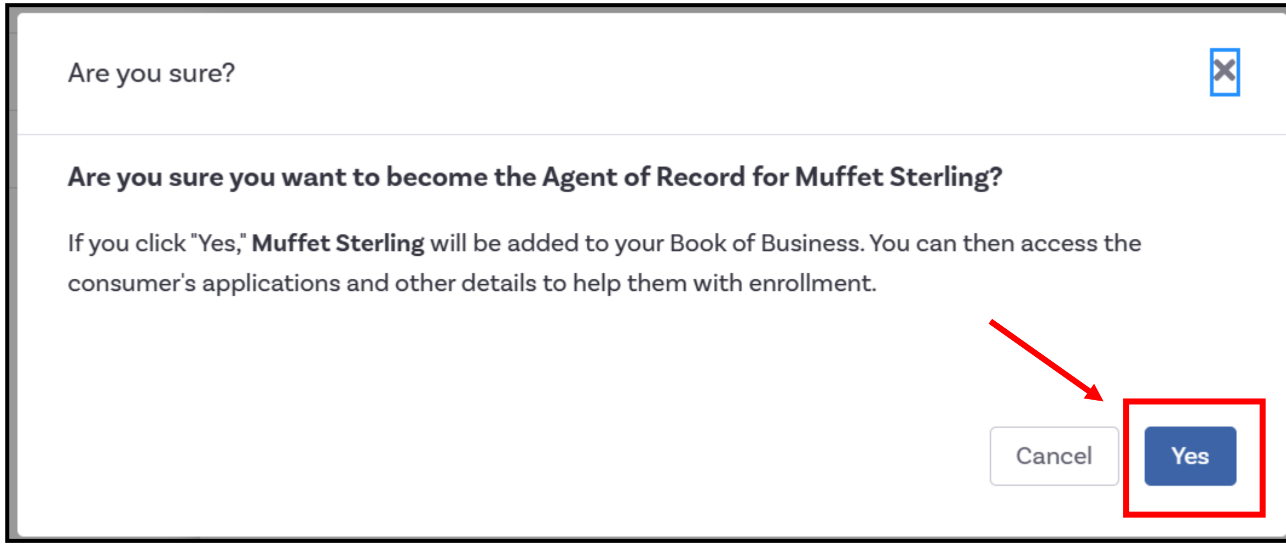
46

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."



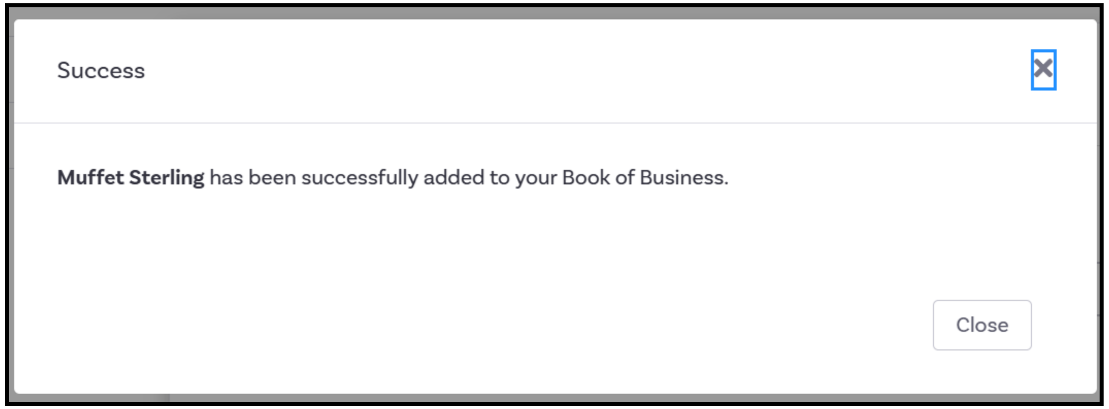
Step 7: Select "Yes" to confirm that you will become this consumer's Agent of Record.



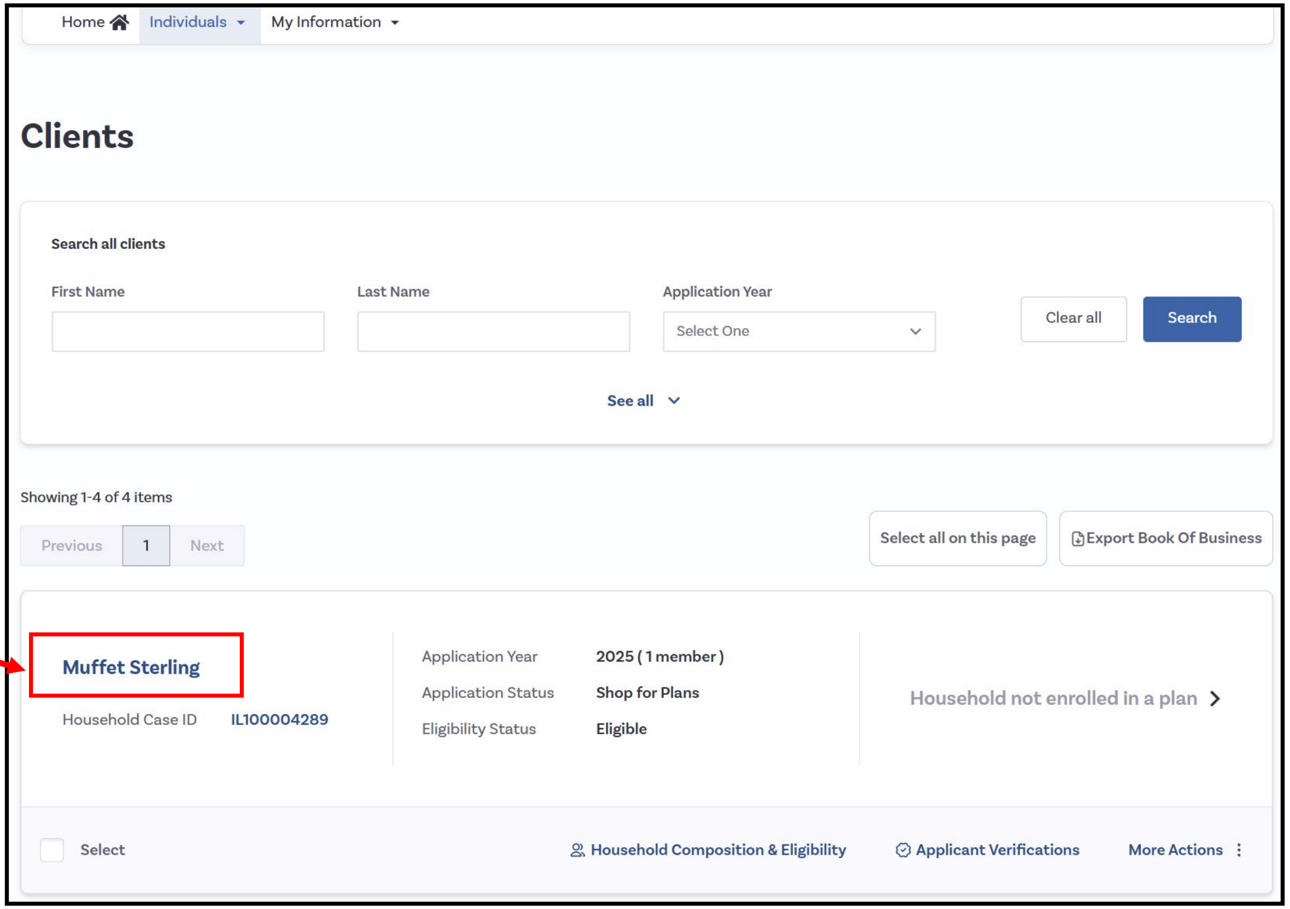
47

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.



48

Detailed Walkthrough: Add New Customers

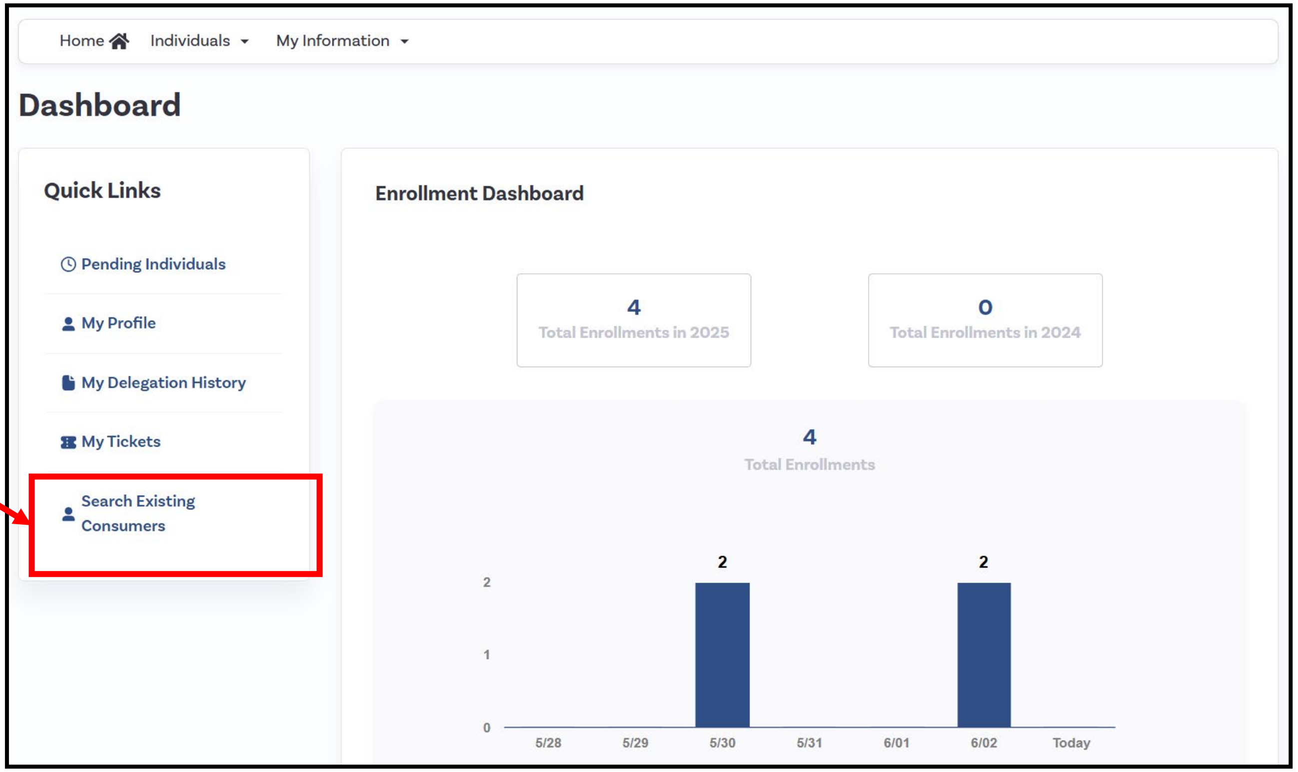
If a broker needs to create an account for a customer that does not yet have one, the broker will start with the "Search for Existing Consumer" flow to ensure that the customer has not created an account. If the customer does not have an account, the broker will be prompted to create one.

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

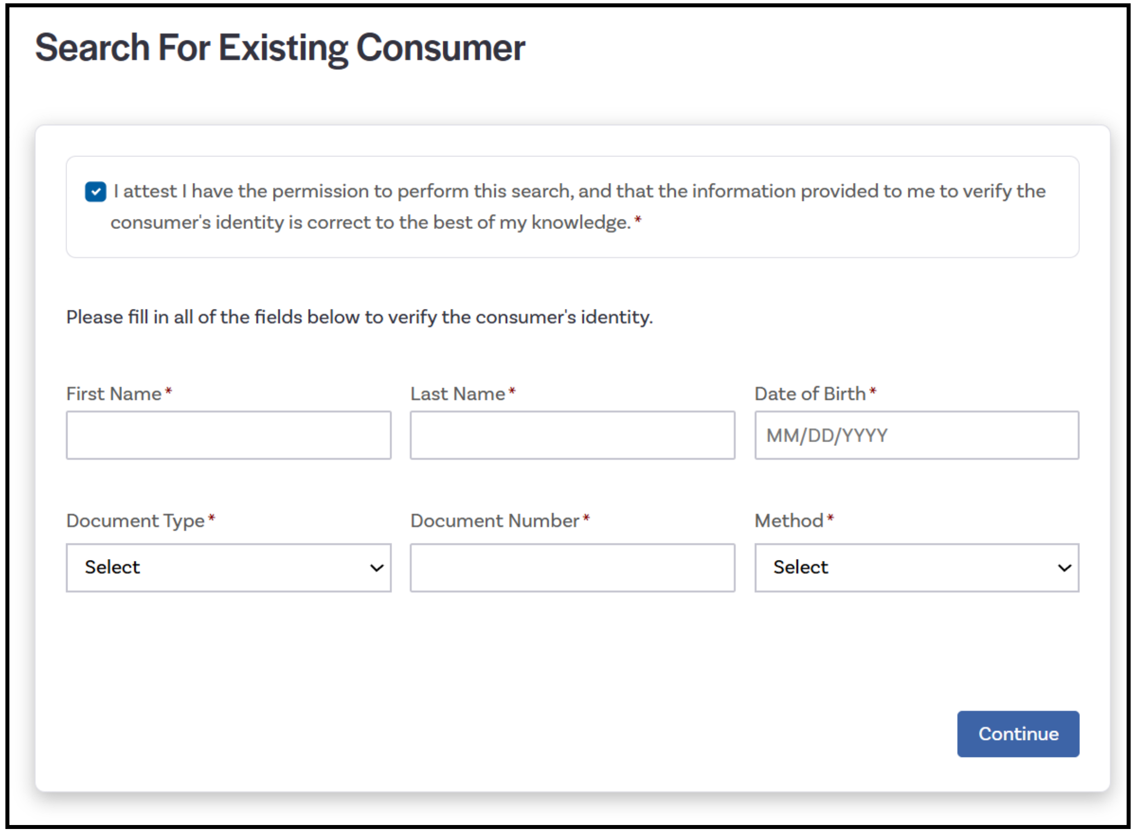
Step 1: Select "Search Existing Consumers" from your dashboard:



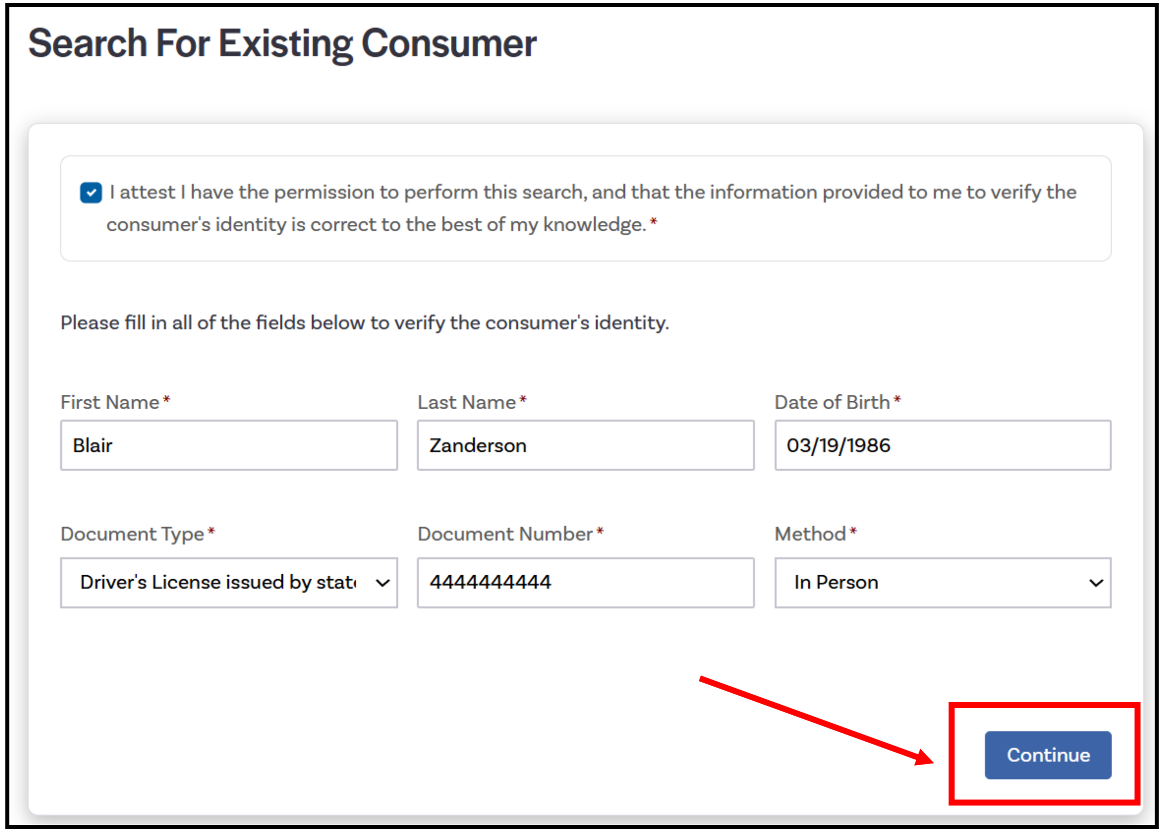
Note: This process can only be used if the customer has an SSN. If the customer does not have an SSN, the broker can call the CAC for designation assistance if the customer is not able to log-in to their account.

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).

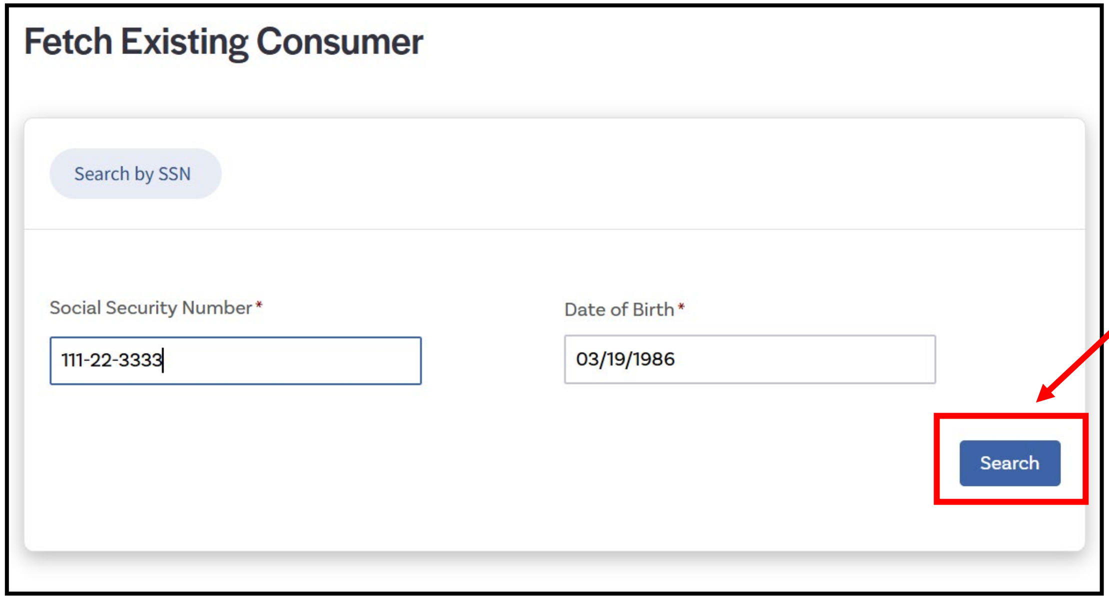


Step 3: The broker selects continue after inputting all information.

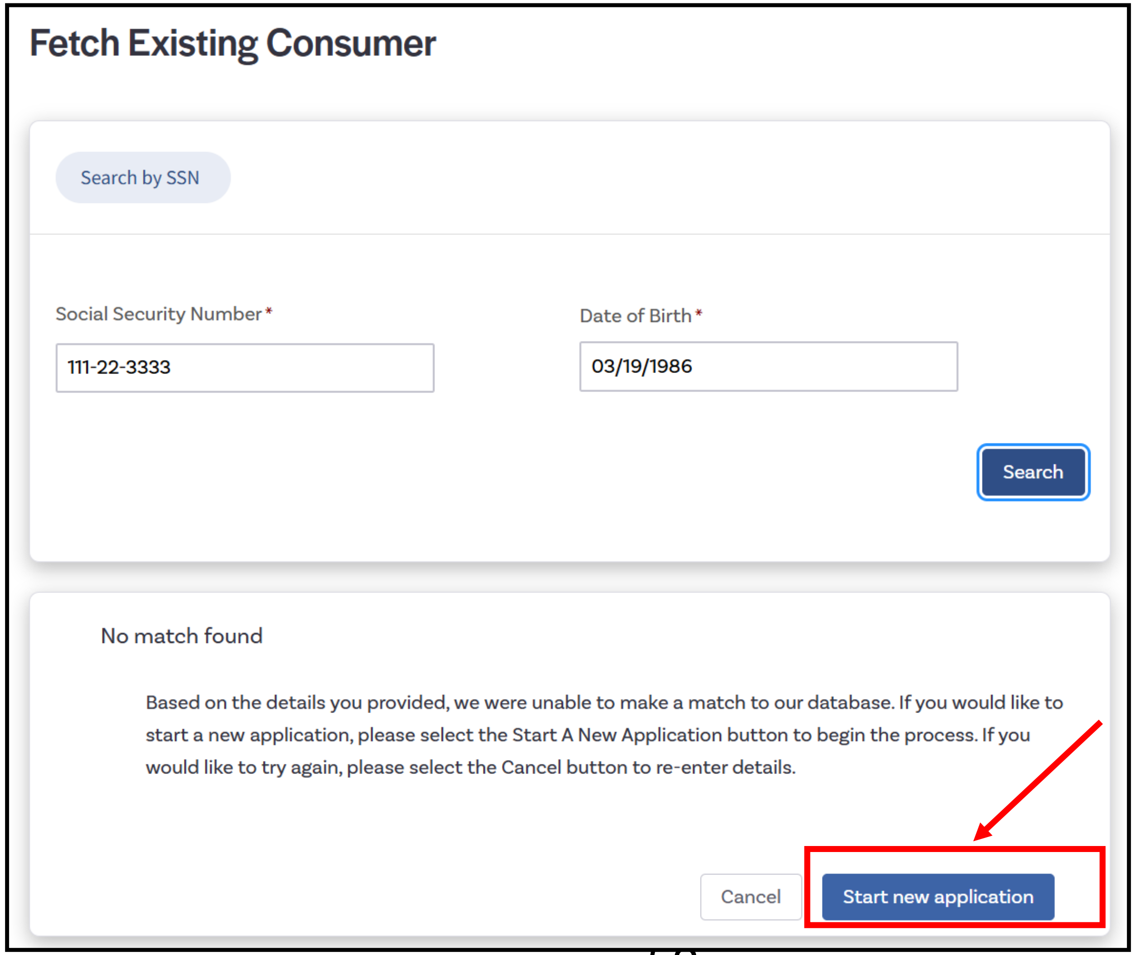


Detailed Walkthrough: Search for Existing Customer

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



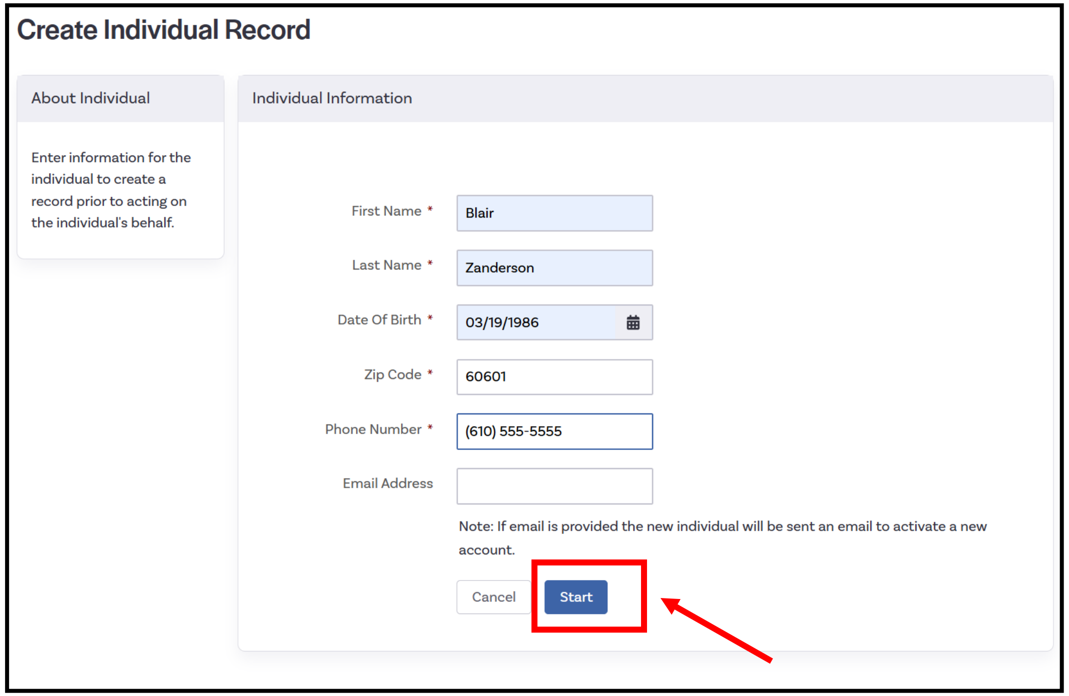
Step 5: If the system does not find a matching account for this customer, the broker is prompted to Start a New Application for this individual.



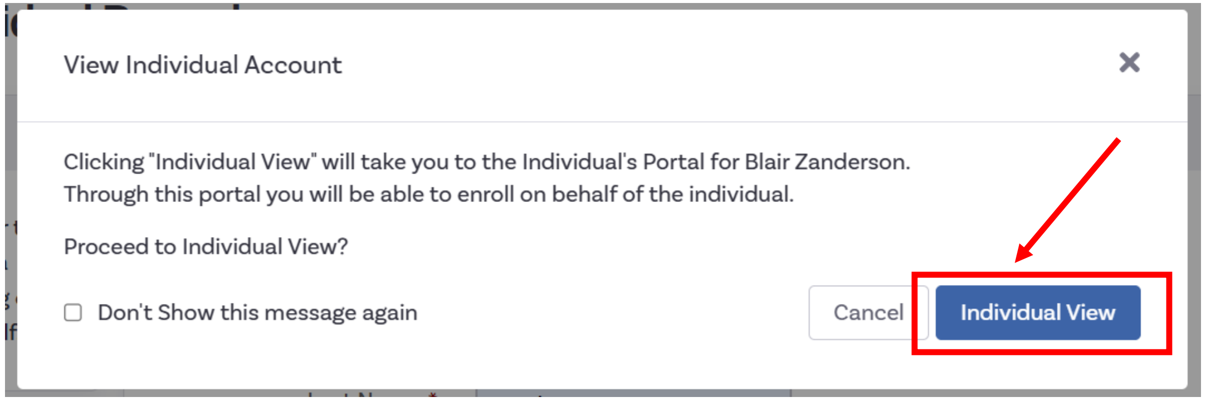
52

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.

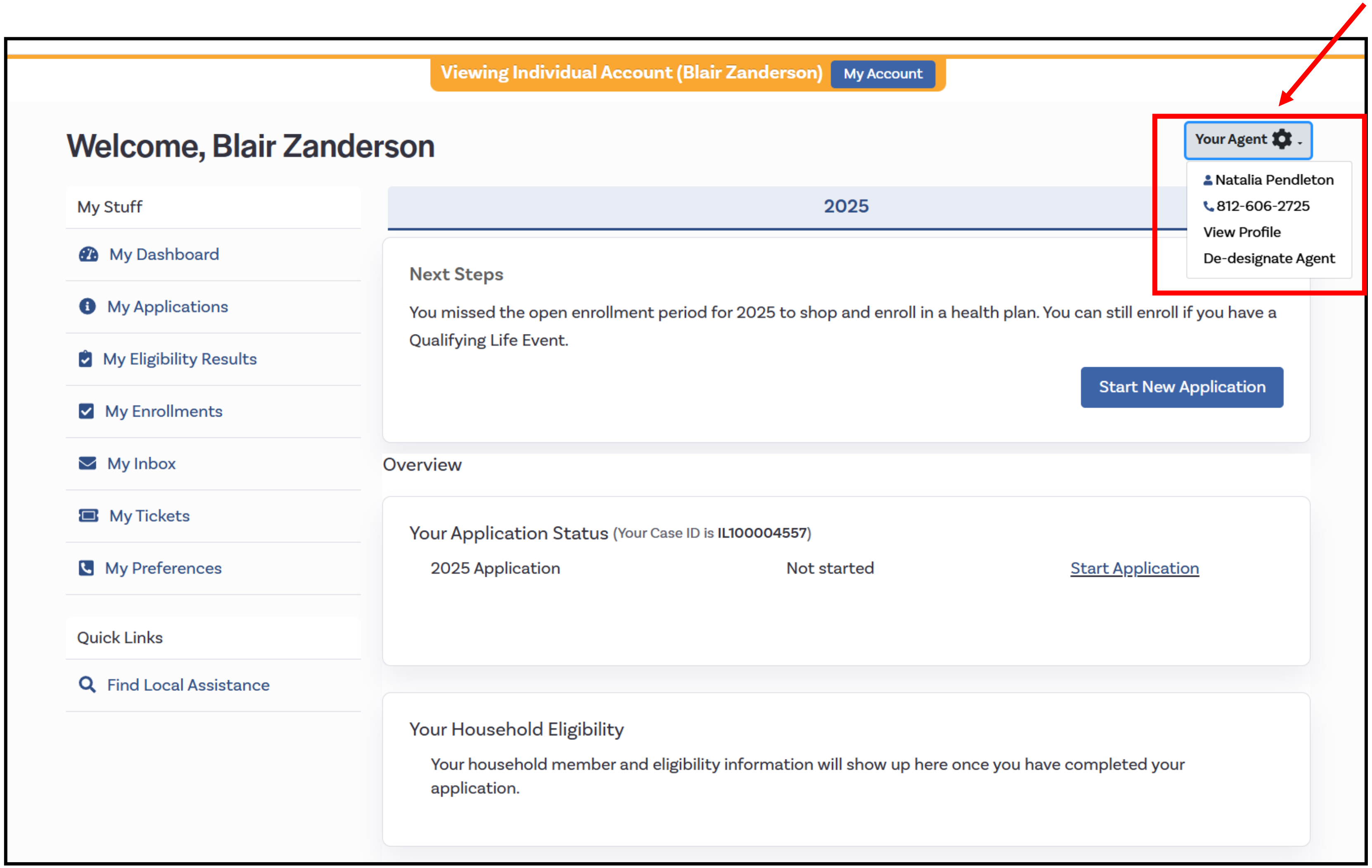


53

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.

Open Office Hour

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!

Get Covered Illinois℠

The state's official health insurance marketplace.