

State of Nevada

Silver State Health Insurance Exchange  
2310 S. Carson St. #2  
Carson City, NV 89701



# Nevada Health Link State Based Exchange Platform

## Returning Agent Transition Guide

July 15, 2019

Version 1.0

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# 1. Overview

This guide is intended to support Nevada’s Agents and Brokers during the transition from HealthCare.gov to the new Nevada Health Link State Based Exchange Platform (SBE Platform). For the sake of brevity Agents and Brokers will be collectively referred to as “Agents” throughout this manual, and also throughout the SBE Platform itself.

In particular this document is aimed at Agents who assisted consumers with HealthCare.gov enrollments during Plan Year 2019’s Open Enrollment Period (November 1—December 15, 2018). For the purposes of this transition Nevada Health Link is referring to these individuals as “Returning Agents.” Agents who did not assist consumers with a HealthCare.gov enrollment during Nov—Dec of 2018 shall be referred to during the transition period as “New Agents,” even if these individuals assisted Nevada consumers with HealthCare.gov enrollments before or after this time period. The primary goal of defining and distinguishing these populations is to allow Returning Agents to maintain existing relationships with their consumers.

**PLEASE NOTE:** Existing consumer designations will be automatically recreated on the SBE Platform between August 15—August 31, based upon consumer enrollment data received from CMS. Returning Agents must complete the steps outlined in this guide no later than **Friday, August 9<sup>th</sup>**, in order to maintain their existing designations.

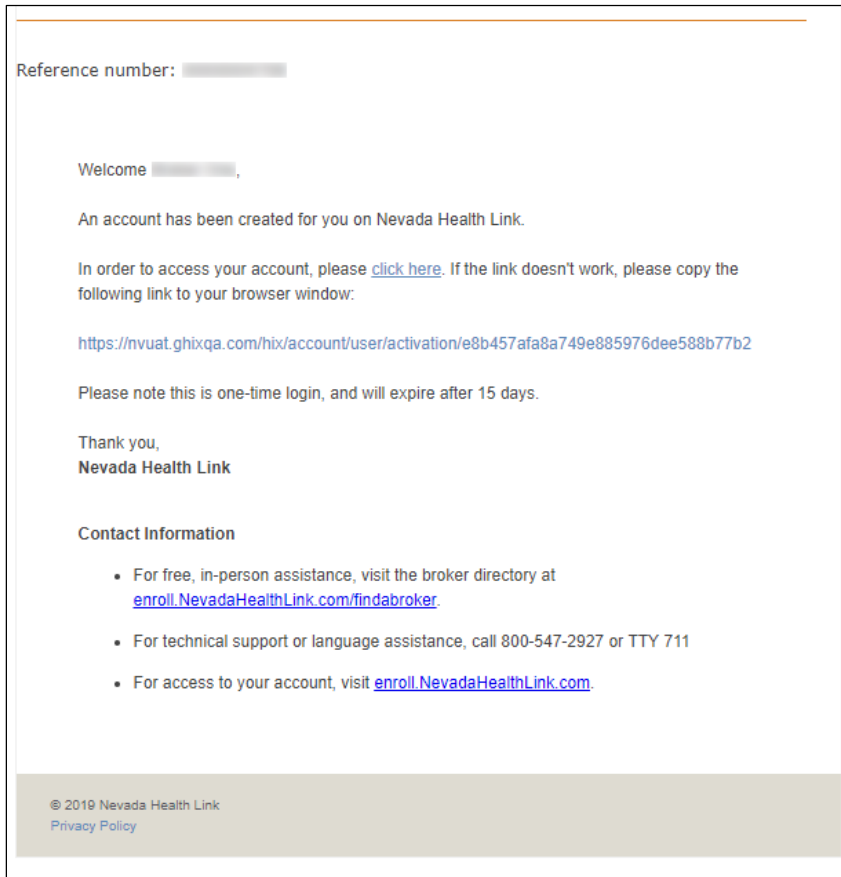
For the latest information related to the transition, including a schedule of upcoming Web Meetings and a list of key dates for Agents and Consumers, please visit <https://www.nevadahealthlink.com/partners-transition/>.

## 2. Account Registration and Public Profile

This section explains the steps required for Returning Agents to claim their account invitation, complete the account registration process, and set up their public profile. The public profile will allow Agents to be listed in Nevada Health Link’s “Find Local Assistance” directory tool, which will be used by consumers to locate Agents, Brokers, and Navigators in their area.

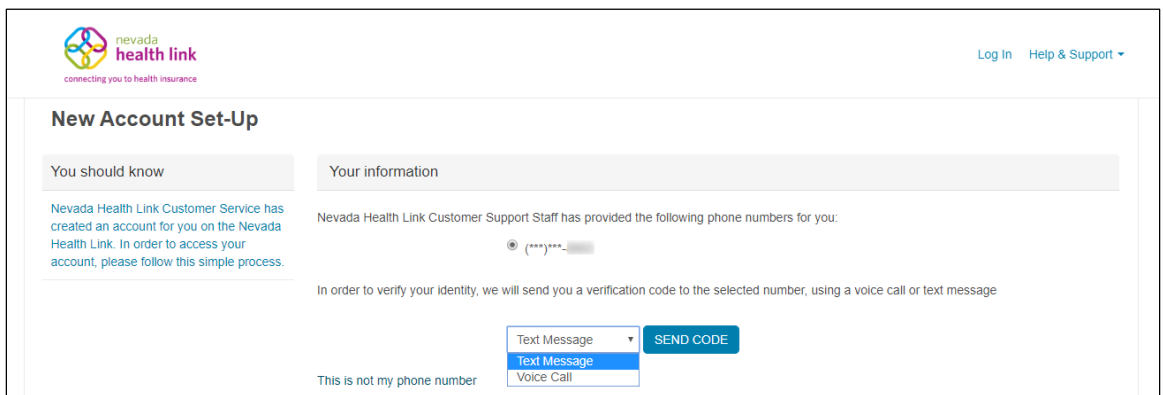
### 2.1 Claim Account Invitation

- Step-1: Open the email invitation received from [noreply@exchange.nv.gov](mailto:noreply@exchange.nv.gov), and click on ‘click here’ hyperlink to verify your identity. If clicking on the link does not work, copy the full address into a new web browser window:



- Step-2: Select a verification method (either a Text Message or Voice Call) and click the 'Send Code' button to receive a verification code on the associated phone number.

**PLEASE NOTE:** The phone number displayed is the number that you provided to the Nevada Division of Insurance as your primary contact number. If you need to provide a different number please contact the Nevada Health Link Broker Service Line during business hours at 1-800-547-8156.



- Step-3: Enter the received verification code and click the 'Verify' button.

The screenshot shows the 'New Account Set-Up' page for Nevada Health Link. The page has a header with the logo and 'connecting you to health insurance' tagline, and links for 'Log In' and 'Help & Support'. The main content area is titled 'New Account Set-Up' and is divided into two tabs: 'You should know' and 'Your information'. The 'You should know' tab contains a message from the Customer Service. The 'Your information' tab shows a phone number selection process. A dropdown menu is set to 'Voice Call', with a 'SEND AGAIN' button next to it. Below that, there is a 'This is not my phone number' section with a 'Verification Code' input field and a 'VERIFY' button.

- Step-4: Verify and complete the basic information, set up a security question (this will be used 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.

The screenshot shows the 'New Agent Account Set-Up' page. It includes a note that all fields marked with an asterisk (\*) are required. The form is organized into three sections: 'Basic Information', 'Security Question', and 'Set Password'. The 'Basic Information' section contains fields for First Name, Last Name, Email Address, Confirm Email Address, and Phone Number. The 'Security Question' section has a dropdown menu for the question and an input field for the answer. The 'Set Password' section has fields for Password and Confirm Password. At the bottom, there is a checkbox for 'I have read and agree to the Privacy Policy' and two buttons: 'SUBMIT' and 'CANCEL'.

## 2.2 Account Registration

This section is divided into two parts, Agent Information and Profile.

### 2.2.1 Agent Information

- Step-1: Verify and complete the Agent information, Business Address, and Correspondence Address, and click the 'Next' button.

**nevada health link**  
connecting you to health insurance

Help & Support My Account

### New Agent Registration

Steps

- Agent Information
- Profile

#### Agent Information

Provide the following information so we can certify you to make your services available on Nevada. After a quick review, we'll send you an email letting you know when your application has been approved.

First Name\* [text input]

Last Name\* [text input]

Nevada Agent License Number\* [text input] (Not your NPN)

Agent NPN [text input]

License Renewal Date\* [calendar icon]

Primary contact number\* [text input]

Business Contact Phone Number [text input]

Alternate Phone Number [text input]

Fax Number [text input]

Preferred Method of Communication\* [dropdown menu: Email Address]

Business Name\* [text input]

Federal Employer Identification Number (EIN)\* [text input] What if I don't have an EIN?

#### Business Address

Address line 1\* [text input]

Address line 2 [text input: Apt, Suite, Unit, Bldg, Floor, etc]

City\* [text input]

State\* [dropdown menu: Nevada]

Zip code\* [text input]

#### Correspondence Address

Same as business address

Address line 1\* [text input]

Address line 2 [text input: Apt, Suite, Unit, Bldg, Floor, etc]

City\* [text input]

State\* [dropdown menu: Nevada]

Zip code\* [text input]

**NEXT**

## 2.2.2 Profile

This information will be displayed to consumers who use Nevada Health Link’s “Find Local Assistance” directory tool.

**PLEASE NOTE:** Agents who do not select the ‘Clients Served’ field won’t appear on the Agent 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”), then the page will suggest an option for you to choose based upon the languages available in the Platform’s database.
- 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 may be helpful in capturing the attention of new consumers.
- Step-5: Click the ‘Finish’ button.

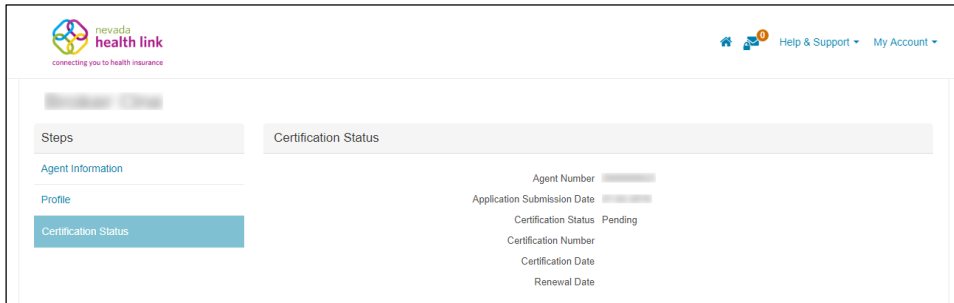
The screenshot shows the 'New Agent Registration' form for Step 2: Profile. The form is titled 'New Agent Registration' and has a progress bar showing 'Step 2: Profile' as the current step. Below the progress bar, there are two steps: 'Agent Information' and 'Profile'. The 'Profile' step is selected and highlighted in blue. The main content area of the form includes the following fields and options:

- Clients Served:** A radio button is selected for 'Individuals / Families'.
- Languages:** A text input field with the placeholder 'Select Some Options'.
- Product Expertise:** A radio button is selected for 'Health'. Other options include 'Dental', 'Vision', 'Life', 'Medicare', 'Medicaid', 'CHIP', 'Workers Compensation', and 'Property/Casualty'.
- Your Website Address:** A text input field.
- Your Public Email:** A text input field.
- Education:** A dropdown menu with 'Select' as the current selection.
- About Yourself:** A large text area for a brief description.
- Upload Photo:** A 'Choose File' button, a 'No file chosen' status, and an 'UPLOAD' button. Below this, it states 'You can upload a JPG, GIF or PNG file (File size limit is 5 MB)'.

At the bottom of the form, there are two buttons: 'BACK' and '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 new Agent accounts is “Pending”:

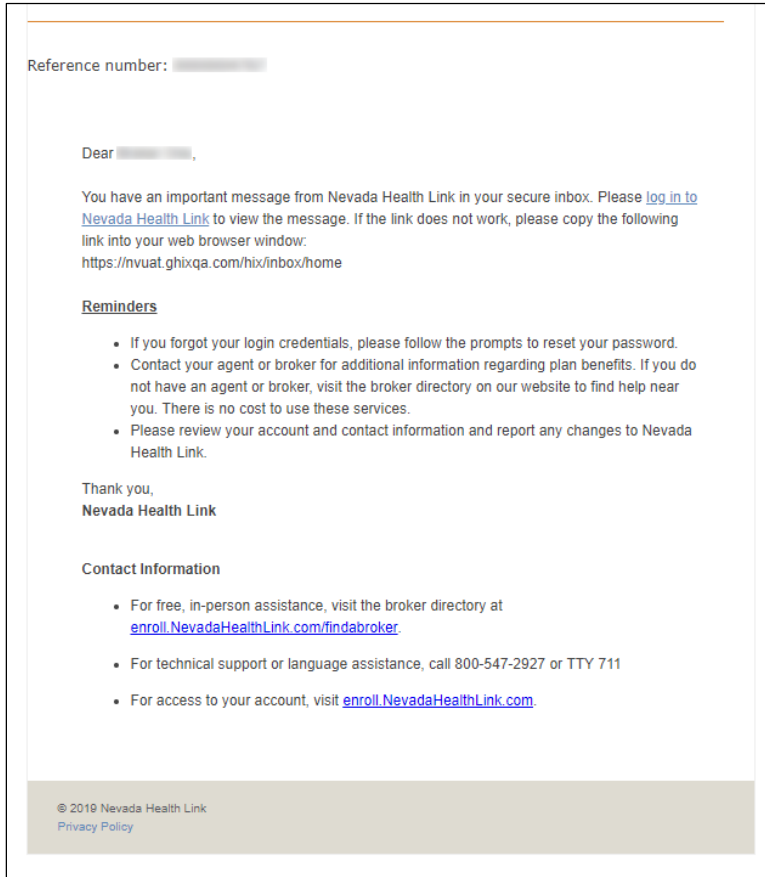


Agents can access the full functionality offered by the SBE Platform only after the SSHIX Broker Liaison verifies their information (including completion of the annual certification curriculum) and updates their status to “Certified.”

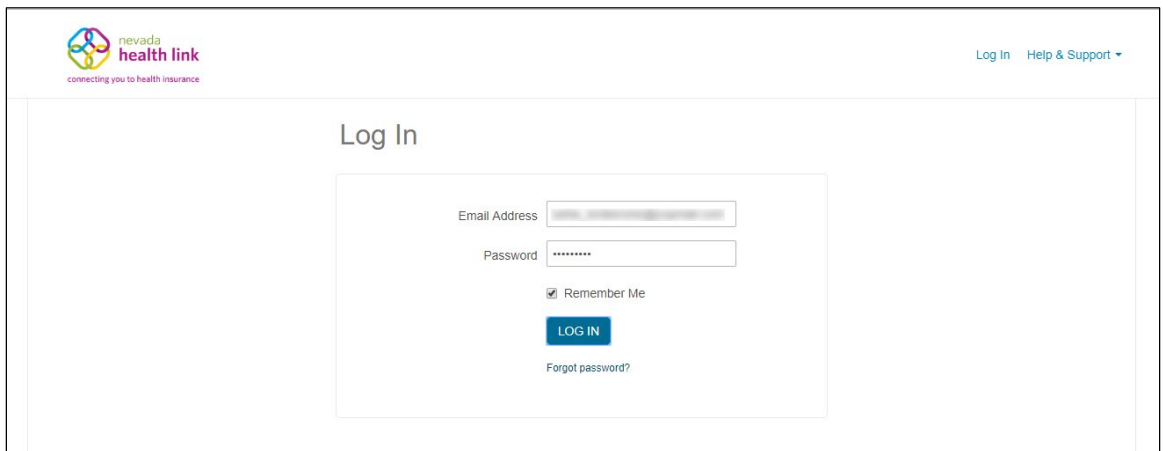
**PLEASE NOTE:** This Transition Guide is intended only to streamline the process of account registration and Agent certification. A complete user reference manual, detailing all functions available to Agents, will be distributed prior to the September 4<sup>th</sup> “Soft Launch” date for the public availability of the SBE Platform.

### 3.1 Notification of “Certified” Status

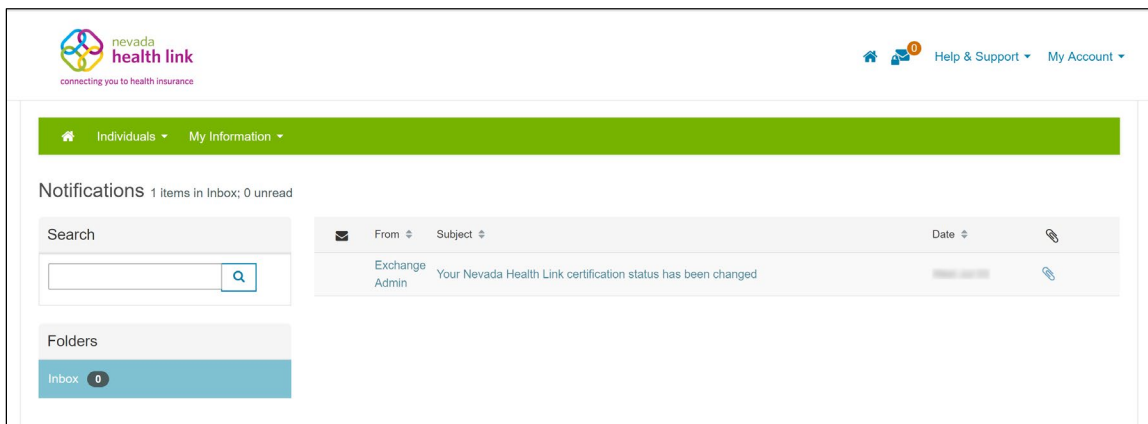
- Step-1: When your status has been updated to “Certified” you will receive notification via email. Open the new email received from [noreply@exchange.nv.gov](mailto:noreply@exchange.nv.gov) on the Agent’s email account and click on ‘login to Nevada Health Link’ link. If the link does not work, copy the provided link into a new web browser window.



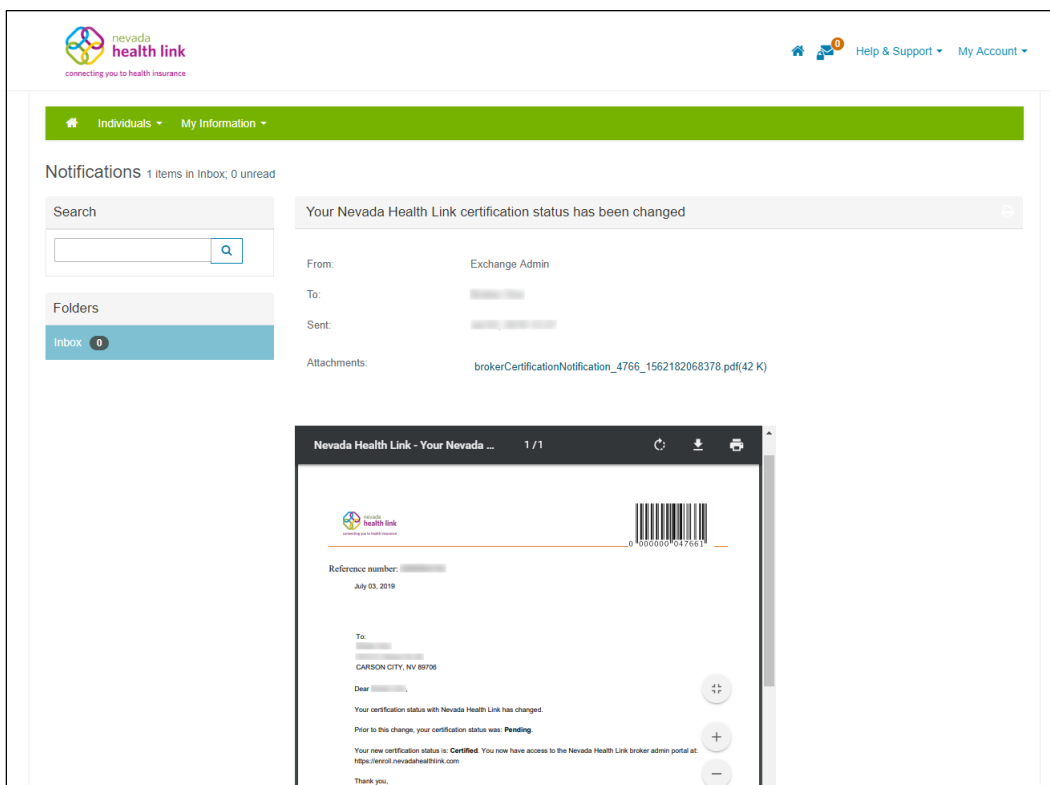
- Step-2: Enter login credentials and click on 'Log in'.





- Step-3: Click on  and open the message from Exchange Admin in your inbox.



- Step-4: Scroll down or click on the attached pdf file to check the new Certification status.



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



0 000000 047661

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Reference number: [REDACTED]

July 03, 2019

To:  
[REDACTED]  
[REDACTED]  
CARSON CITY, NV 89706

Dear Broker One,

Your certification status with Nevada Health Link has changed.

Prior to this change, your certification status was: **Pending**.

Your new certification status is: **Certified**. You now have access to the Nevada Health Link broker admin portal at:  
<https://enroll.nevadahealthlink.com>

Thank you,  
**Nevada Health Link**

**Contact Information**

- For free, in-person assistance, visit the broker directory at [enroll.NevadaHealthLink.com/findabroker](https://enroll.NevadaHealthLink.com/findabroker).
- For technical support or language assistance, call 800-547-2927 or TTY 711
- For access to your account, visit [enroll.NevadaHealthLink.com](https://enroll.NevadaHealthLink.com).


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[Privacy Policy](#)

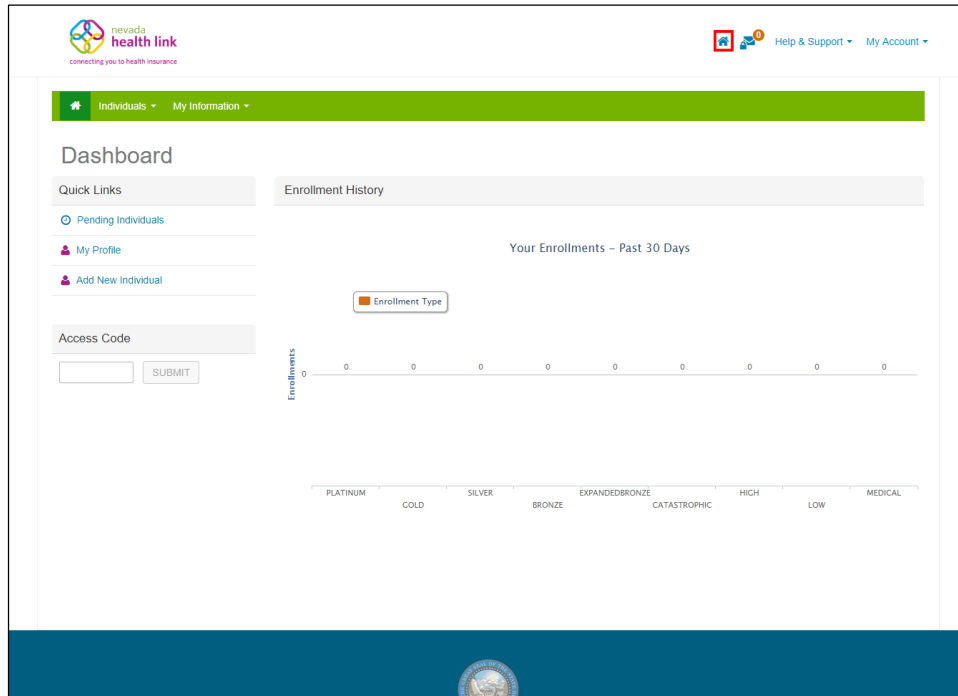
# 4. Agent Portal Navigation

This sections describes the navigation options located on the top-right corner of the Agent portal. It contains a Home page button, Inbox button, Help & Support section and My Account section:




## 4.1 Home page

The Home page  button redirects an agent to the home page of the Agent portal.



## 4.2 Secure Inbox

The Secure Inbox  provides a centralized location for updates or messages associated with an Agent account. Checking the Secure Inbox often will ensure that Agents stay up to date with consumer- or certification-related messages.

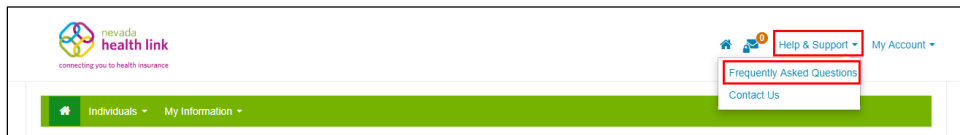


## 4.3 Help & Support

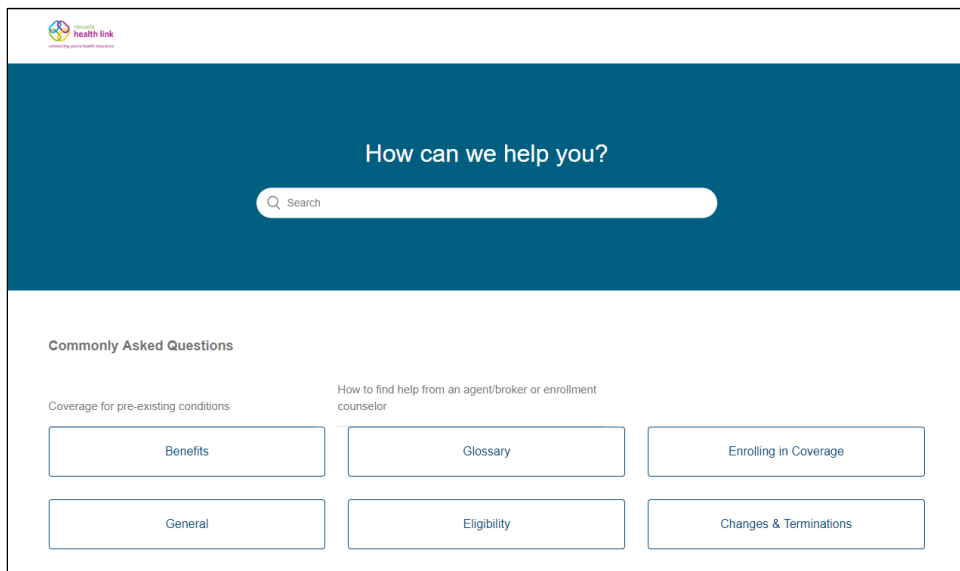
### 4.3.1 Frequently Asked Questions

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."



- Step-2: Search for questions in the Search box, or select an option from the "Commonly Asked Questions" section below:



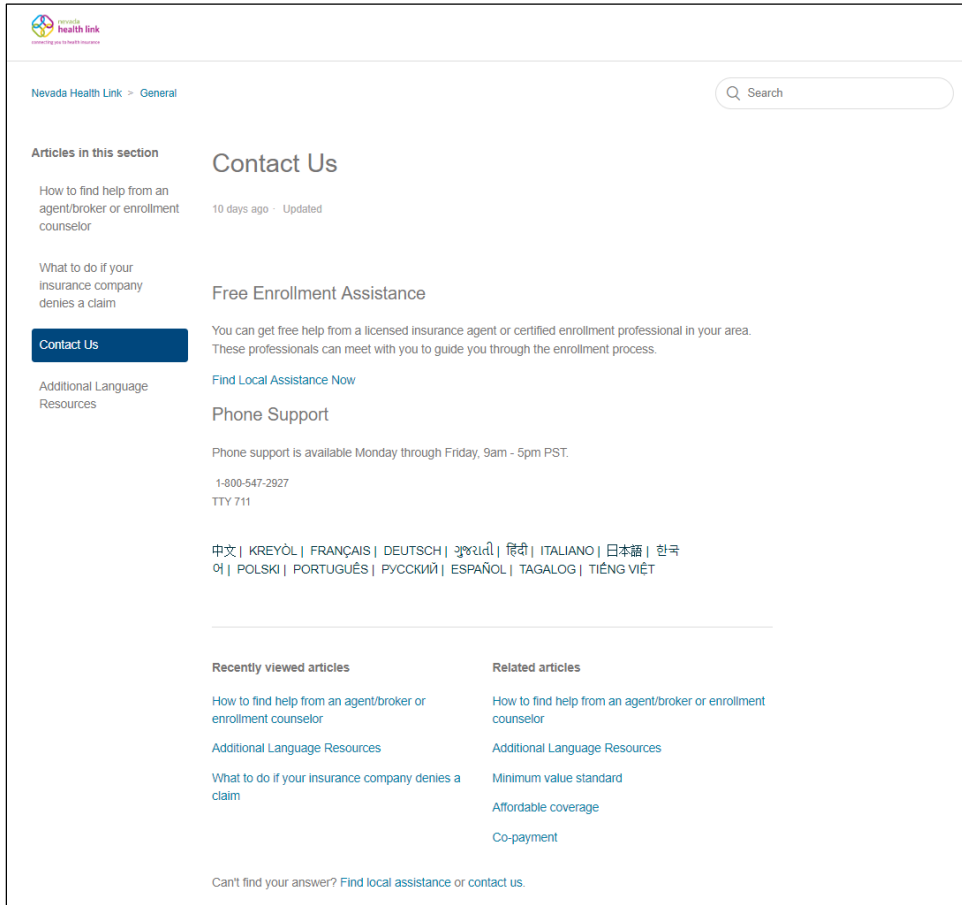
### 4.3.2 Contact Us

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'.

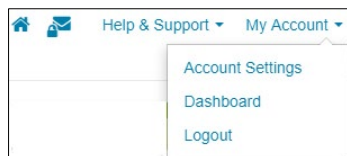


- Step-2: A new page opens with Nevada Health Link contact information.



#### 4.4 My Account

The "My Account" menu provides access to account maintenance functions:

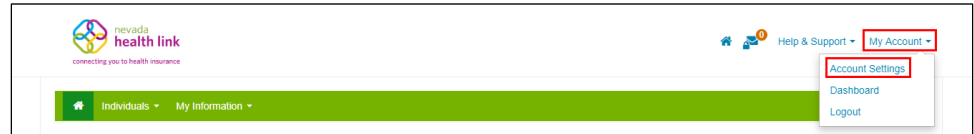


##### 4.4.1 Account Settings

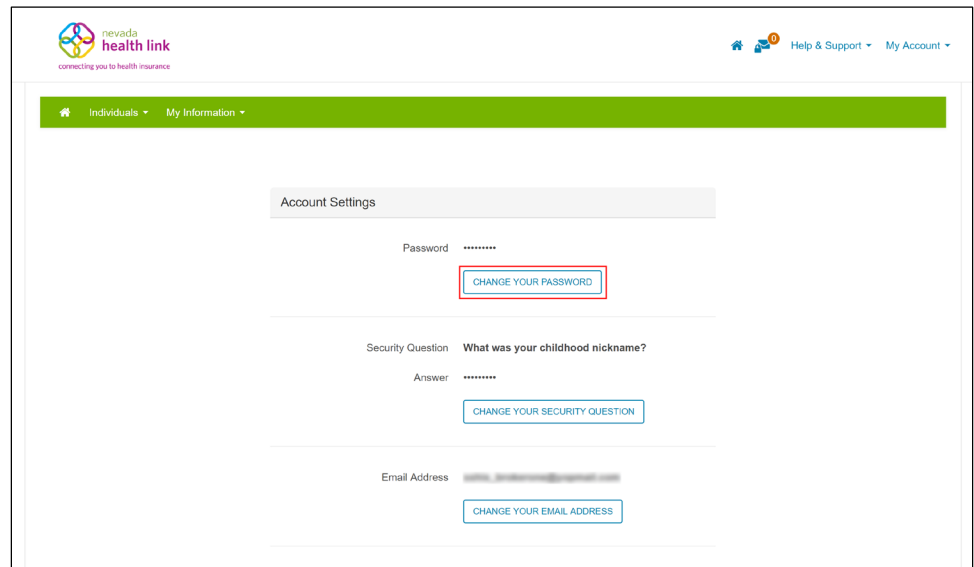
The Account Settings helps an Agent with updating a password, security question or email address.

#### 4.4.1.1 Change Password

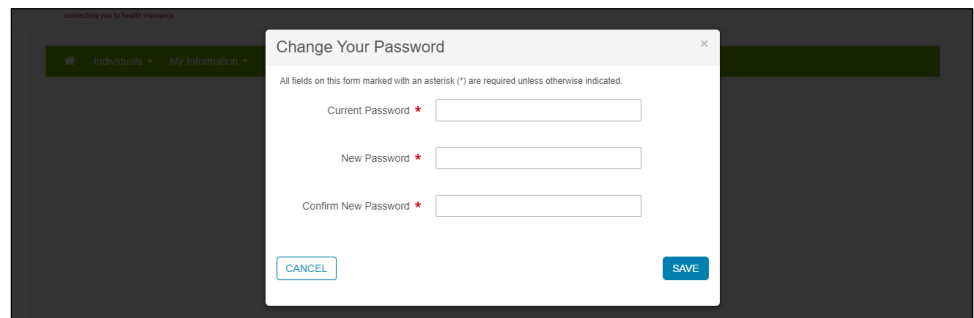
- Step-1: Click on 'My Account' on the top-right corner and click on 'Account Settings'.



- Step-2: Click on 'Change Your Password'.



- Step-3: Provide the current password, new password and confirm the new password, and click on 'Save'.

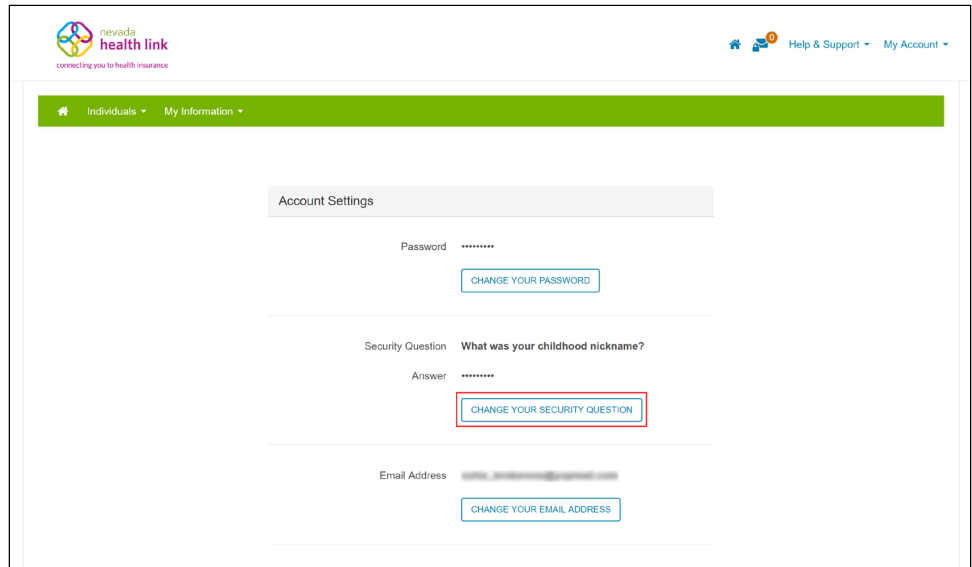


#### 4.4.1.2 Change Security Question

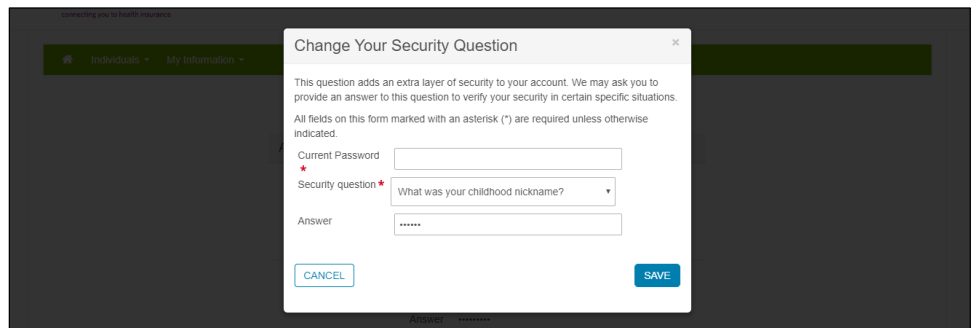
- Step-1: Click on 'My Account' on the top-right corner and click on 'Account Settings'.



- Step-2: Click on 'Change Your Security Question'.

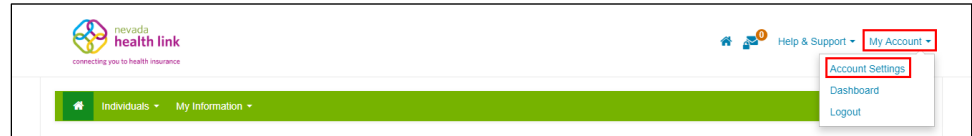


- Step-3: Provide current password and set-up a new security question, and click on 'Save'.

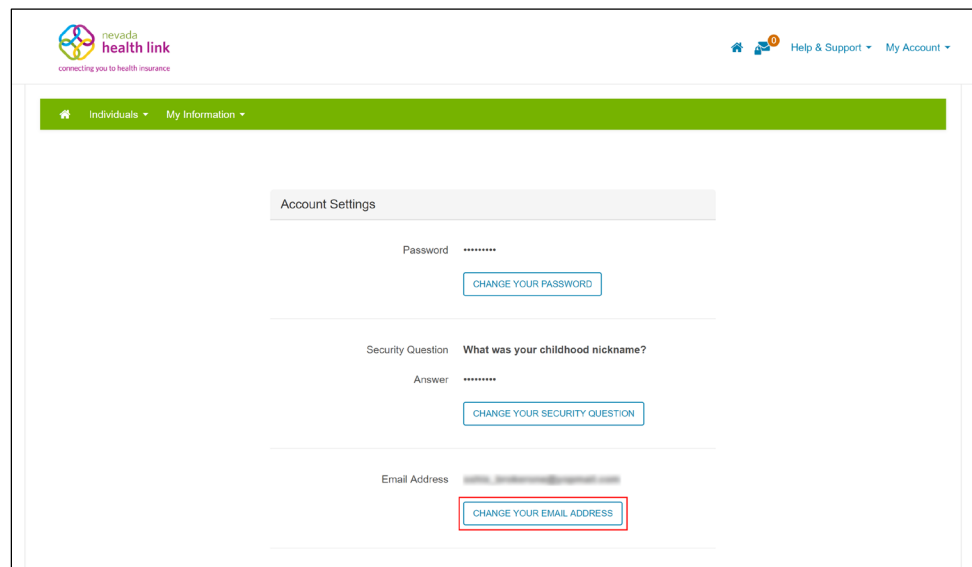


#### 4.4.1.3 Change Email Address

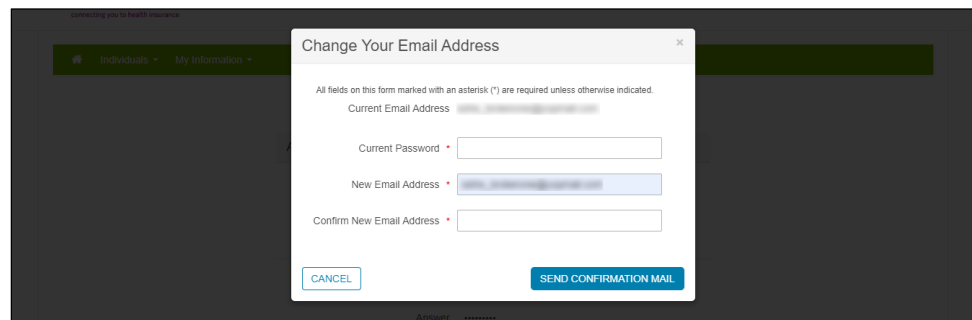
- Step-1: Click on 'My Account' on the top-right corner and click on 'Account Settings'.



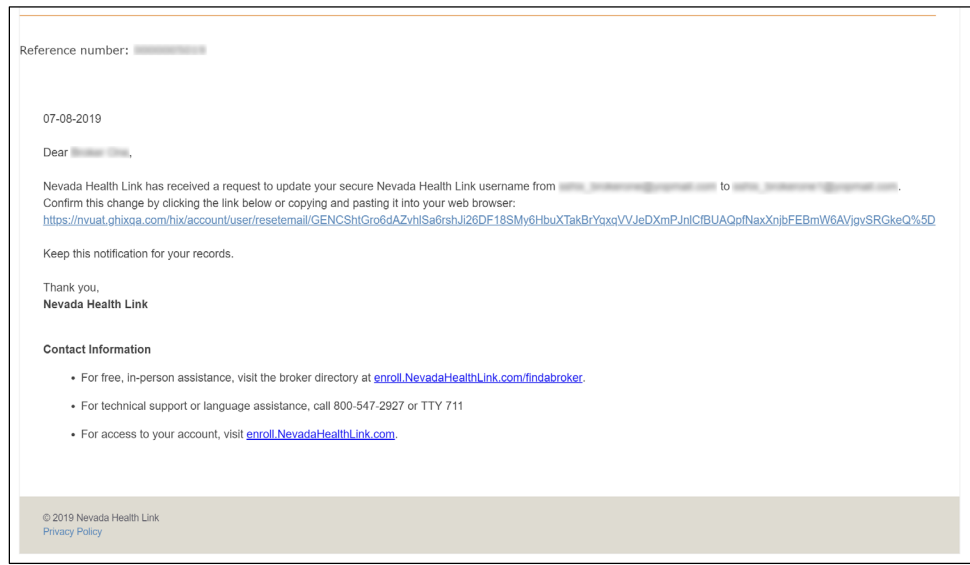
- Step-2: Click on 'Change Your Email Address'.



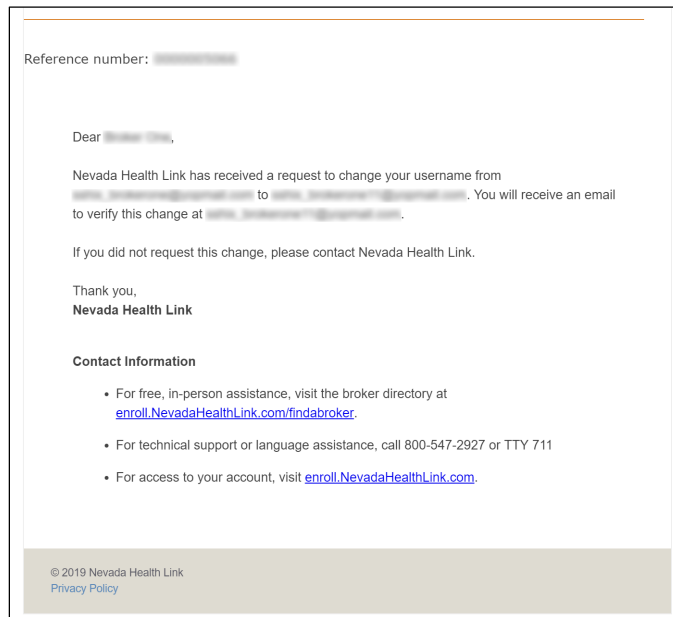
- Step-3: Provide the current password, new email address and confirm the new email address, and click on 'Send Confirmation Email'.



- Step-4: Changing an email address requires a confirmation email to be sent to the new address. Open the new email received from [noreply@exchange.nv.gov](mailto:noreply@exchange.nv.gov) and click on the provided link, or copy and paste that link in a new web browser to confirm the change of email address.



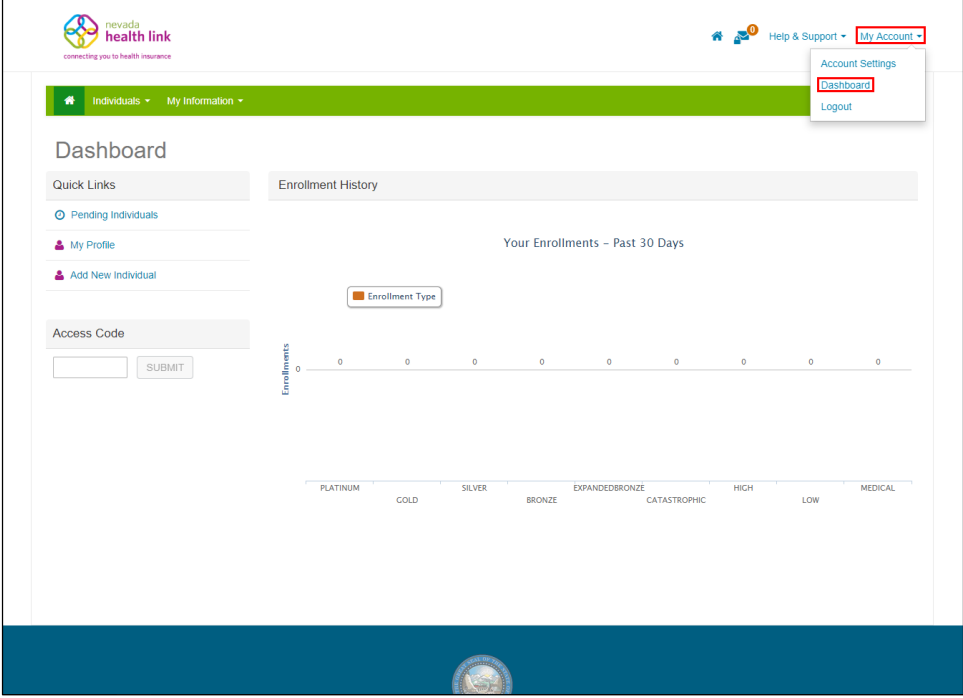
- Step-5: For security purposes, a verification email is also sent on the old email address to notify the Agent of the change.



#### 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).



**4.4.3 Log out**

The Log out tab helps an agent to sign out from their Agent account.



# Document Revision History

Version	Issue Date	Changes	Drafted	Approved
1.0	July 15, 2019	Initial Release	Vinit Yagnik	Russell Cook