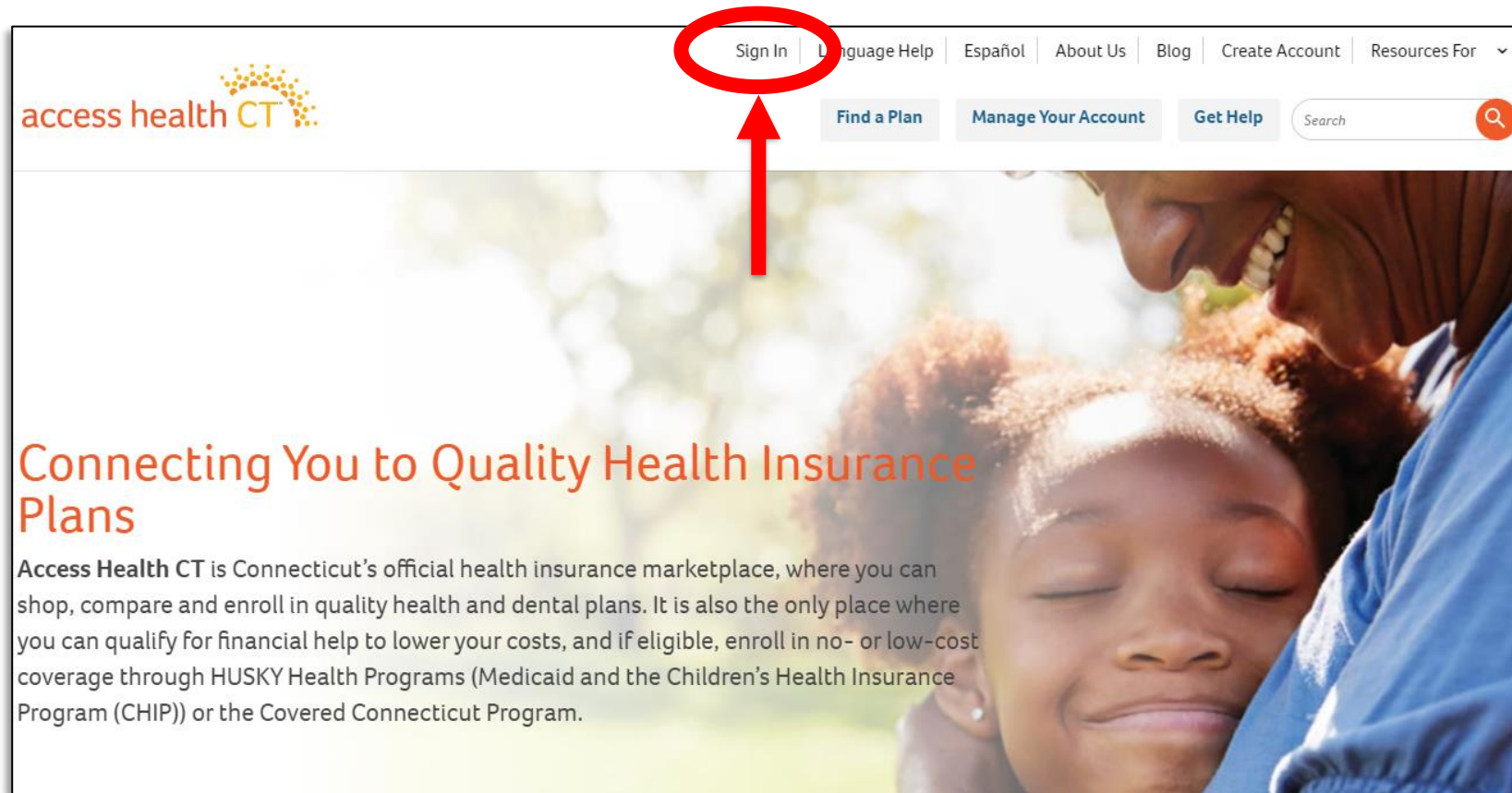# Broker 101

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Broker 101

- **Broker Portal Basics**
- **The Tango Process**
- **Self Service Client Lists**
- **Commission**

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Broker Portal Basics

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Logging into the Portal (part 1)

www.accesshealthct.com

Logging into the Portal (part 2)
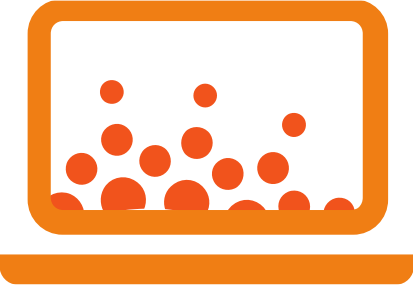
'VIP Access' installation instructions can be found **Here** as well as in the Resources section of the Broker website.

Account Home

Message Center – View More

Change Account Settings

You can find your Account status here. Currently, if you are in any other status besides 'Active' you will not be able to be searched under 'Get Help'
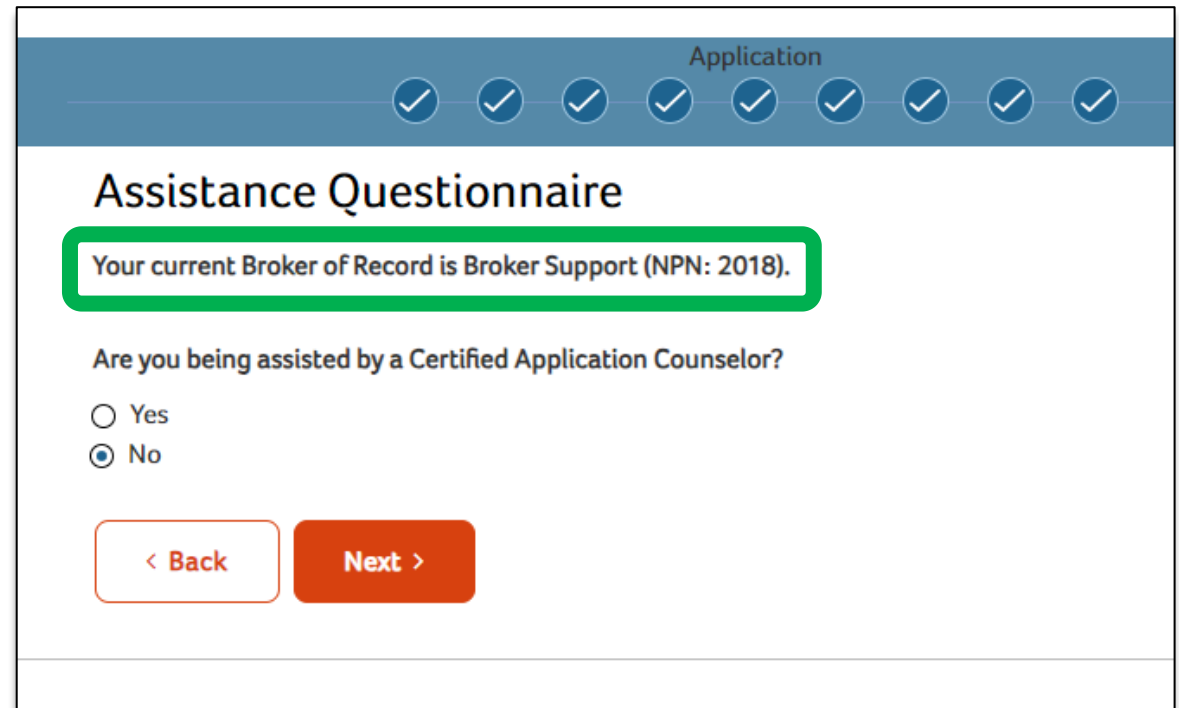
Keep Your Info Up to Date!

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Assistance Questionnaire

We implemented another change to the assistance question which will help to reduce the number of commission issues being seen within the system. If you are properly Tangoed to your client, you will see your name and NPN listed at the top of this page and can simply click 'Next.' If you do NOT see your name, you will have to go back and complete the Tango. This Question is only used for CAC tracking purposes (*NOT* commission) and will have no impact on the BOR/Client relationship.

Brokers *CANNOT* enter their NPN on this screen

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Broker Changes Within an Agency

When requesting a change from one broker to another (for any reason) within an agency, please immediately contact Broker Support at **AHCT.Brokersupport@ct.gov**

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The Tango Process

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Tango Before Enrolling in Coverage

To ensure you receive commission, tango with the consumer _BEFORE_ you Enroll a member in a plan

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The Consumer Account Home

Here you can view the consumer's enrollment history in the same Dashboard Format that was previously shown directly on the Account Home Page, as well as view and update PCP Information when applicable.
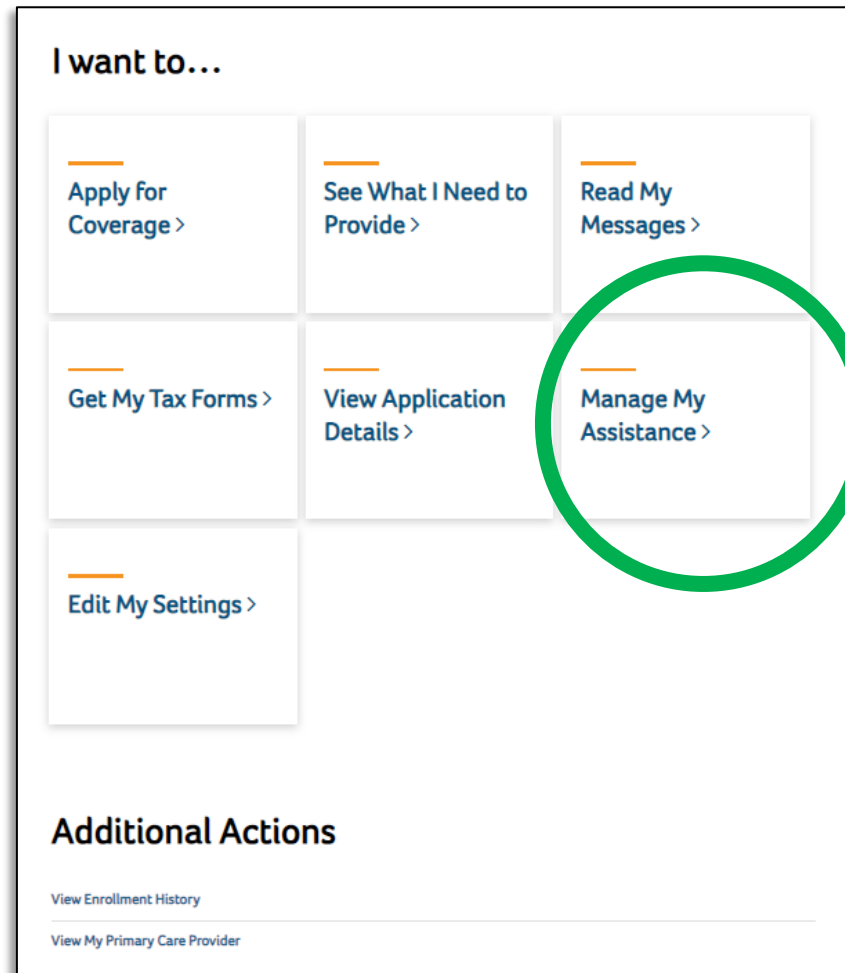
Before a consumer has Tangoed, this tile will read "Find Assistance"

I want to…

Apply for Coverage >

See What I Need to Provide >

Read My Messages >

Get My Tax Forms >

View Application Details >

Manage My Assistance >

Edit My Settings >

Additional Actions

View Enrollment History

View My Primary Care Provider

Find Assistance >

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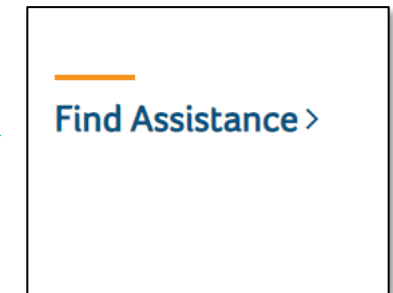
The Get Help Tool

Assistance Search

Please enter information below to find an individual who can assist you.

I need...

○ Help from an Enrollment Specialist (Certified Application Counselor) to answer my questions and help me enroll.
○ A Certified Broker to help me select a health care plan for me and/or my family.

Zip Code

[Eg: 06101]

Within Miles

[5 ▾]

Last Name

[Eg: Smith]

Organization Name

[-- Any -- ▾]

Language Preference

[-- Any -- ▾]

Town/City

[-- Any -- ▾]

If you need immediate help, please contact the Call Center at: 1-855-805-4325. Individuals with a hearing disability, please call the TTY line at: 1-855-789-2428.
If you need assistance in a language other than English, you may contact us at the number above.

[‹ Back] [Search ›]

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The Consumer View (part 1)

Search Results

NEED HELP CHOOSING A PLAN?

Our Certified Brokers can help you choose a private health plan (also known as Qualified Health Plan) at no cost. Simply call 1-855-805-4325.

- For additional help from Certified Brokers, please see the list below.

Live Chat

1 Found, Displaying 1-1

« Previous **1** Next »

Search Results

Name	Organization Name	Assistance Offered	Contact Information	Spoken Language(s)	Accepting New Customers?	Provides Assistance for Special Enrollments?	Action
Access Health	Access Health Ct	In Person	280 Trumbull st Hartford 06103 (860) 757-1605		YES	YES	**Select**

« Previous **1** Next »

If you need immediate help, please contact the Call Center at: 1-855-805-4325. Individuals with a hearing disability, please call the TTY line at: 1-855-789-2428.
If you need assistance in a language other than English, you may contact us at the number above.

‹ Back

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The Consumer View (part 2)

If there is no current Broker

Confirm your request

Name:	Access Health
Organization:	Access Health Ct
Address:	280 Trumbull st, , Hartford, 06103
Website:	
Email:	
Phone:	(860) 757-1605

Go Back | Confirm

If the same Broker is selected

Confirm Broker Change

This is already your current Broker.

Cancel

If a new Broker is selected

Confirm Broker Change

You currently have a Broker associated with your account. Please click "Confirm" only if you wish to remove and replace your current Broker with the new Broker.

Current Broker

Name:	Broker Support
Organization:	Access Health CT
Address:	280 Trumbull st, Hartford, 06103
Website:	
Email:	AHCTbrokersupport@ct.gov
Phone:	(860) 241-8452

New Broker

Name:	Bart Graham
Organization:	
Address:	280 Trumbull St, Hartford, 06103
Website:	
Email:	bwgAHCTtest@gmail.com
Phone:	(860) 241-8452

Go Back | Confirm

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The Consumer View (part 3)

Account Home > Add Contact Information

💬 Live Chat

Add Contact Info

Please complete the fields below. The Broker will use this information to contact you.

Fields marked with * are required.

Phone Number*
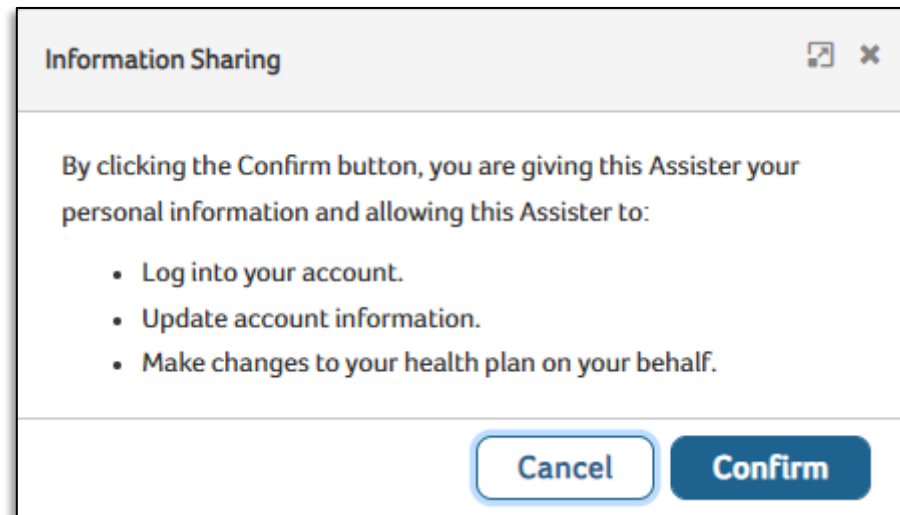
8602418452

Phone Type*

Work

E-Mail Address

Note: If you have a current application, we used the contact information on file. Any updates made here will not be reflected in you account.

If you need immediate assistance with you application, please contact the call center at: 1-855-805-4325. Individuals with a hearing disability may contact the Call Center via the TTY line at: 1-855-789-2428.

‹ Back   Submit ›

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The Consumer View (part 4)

Broker Action - Accept

Person	Email	Date	Phone	Client Status	Action
Barton Graham		09/12/2022		Enrollment Started	Accept Decline

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Broker Action- Decline

Decline Request

Please provide the reason(s) why you are unable to partner with Barton Graham at this time.

Reason: * [Select an Option   ⌄]

Comments: * [   ]

Select an Option ⌄

Select an Option
Client is geographically distant from my location
Unable to take on new clients
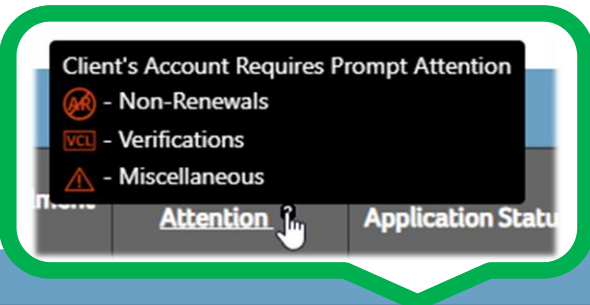I do not speak the same language as this client
This client has special (disability) needs that I can't serve
Other

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Self Service Client Lists
&
Commission

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The Attention Column

You will see new symbols in your 'My Clients' list when your clients receive any of a number of different "actionable" notices, which indicate that this consumer needs to take some kind of action on their account. These icons will persist here until the Broker navigates to the consumer's Message Center of their online account to view any of these notices, or if the period specified below passes with no viewing of said notices.

The Attention Column (part 2)

Attention Icon Descriptions and Durations:

The Non-Renewal Icon signifies when a plan was projected to be auto renewed, but then failed the auto renewal process (including Medicaid). [60 days]

The VCL Icon signifies when a member of the household is being asked to provide verification of some kind whether that be income, immigration or other. [90 days]

The Miscellaneous Icon will be present when a member of the household receives an 'actionable notice' of any other kind that doesn't fall into the other categories. [90 days]

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Sort Your Clients

All My Clients column headers are clickable and sortable

Name	Email	Phone	Client Since	Open Enrollment/Renewal Date	Active Enrollment ?	Attention ?	Application Status	Active Enrollees	Action

1

Name
Bill Gates
Glorivee Machado
Marlude Pierre-Louis
Barton Graham
Bart Graham
TestWarranty ReleaseOne
John Wick
bill gates
Luke Bajana
Roberto Blundo

2

bill gates
Barton Graham
Barton Graham
Bart Graham
Bill Gates
Glorivee Machado
Jim Halpert
John Wick
Luke Bajana
Marlude Pierre-Louis

3

Unenrolled Account
TestWarranty ReleaseOne
Roberto Blundo
Marlude Pierre-Louis
Luke Bajana
John Wick
Jim Halpert
Glorivee Machado
Bill Gates
Bart Graham

1. Initial results are auto-sorted based on column data.
2. Upon the first click, text columns should display alphabetically, a-z, A to Z, special characters.
3. Subsequent clicks should again re-sort in the opposite manner based on column data as applicable.

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Choose Coverage Type

Refine By Carrier & Application Status

Active Enrollment

- Anthem Blue Cross and Blue Shield
- ConnectiCare Benefits Inc
- ConnectiCare Benefits, Inc.
- ConnectiCare Insurance Company, Inc.
- HealthyCT Inc
- HUSKY
- UnitedHealthcare

Brokers can now select HUSKY to view all of their clients who are enrolled in Medicaid.

Account Home

First Name

Eg: John

Active Carrier Enrollment

Application Status

- Application Not Started
- Cancelled
- Completed
- Denied
- Determined
- Enrollment In Progress
- Enrollment Started
- Inactive
- In Process
- Partially Enrolled
- Submitted

Name	Email	Phone

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Export Your Own Client Lists

Example of the Exported Client List

Client lists will export as excel spreadsheets with any filters you may have selected. You can save as many copies as needed with any different filter settings as you'd like.

Commission

- **Please reach out to the Carriers for commission related issues.**

- **Any commission concerns returned from the carrier unresolved, please reach out to the Broker Support Team IMMEDIATELY.**

For commission related issues please sent requests to

AHCTbrokersupport@ct.gov

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Resources

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Contact Us

Email Inboxes:

- **Broker Support : AHCTbrokersupport@ct.gov** *– Consumer concerns, commission discrepancies*

- **Broker Registration: BrokerRegistration.AHCT@ct.gov** *– Certification, Newsletter distribution, license renewal, Broker Portal demographic changes*

- **Compliance: BrokerCompliance.AHCT@ct.gov** *– Compliance concerns*

Broker Webpage:

https://www.accesshealthct.com/brokers

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Call Center Hours

Hours of Operation for Open Enrollment

- Mon–Friday: 8am-7pm
- Saturday: 9am-3pm all Saturdays throughout OE13
- Sunday: Closed

- *These hours will vary dependent upon holidays, etc. Please watch your bi-weekly newsletter for updates.*

1-855-805-4325

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