

# **BROKER NEWSLETTER - JUNE 2025**



### **Quick Updates**

### **Member Welcome Letters:**

We are working toward transitioning the welcome letter communication to **emailonly** for both **Medicare and HIX** populations. To support this shift, it's important that you, as brokers, are **actively asking for and collecting member email addresses at the point of sale**.

#### **Commission Update:**

All Medicare Commissions have been paid though June 2025, and Exchange Commissions have been processed for April 2025 On-Exchange and June 2025 Off-Exchange. We will start May Commissions as soon as we receive the On-Exchange file. If you did not receive a statement or are in need of assistance, please let us know.

#### Welcome Doug McCarthy!

We are pleased to announce that Doug McCarthy has joined the Elevate Health Plans team to support agencies and agents in the Peak Region. We are excited to have Doug be part of the team. Doug can be reached at

Douglas.Mccarthy@dhha.org or 970-769-8804.



# Technology/Materials

Please remember that for Medicare enrollments, DHMP uses the Sunfire Platform, and for Off-Exchange enrollments, DHMP uses the OI Broker portal.



# **Upcoming Trainings/Meetings**

Coming in Q3: 2026 Medicare Certification on July 15, 2025

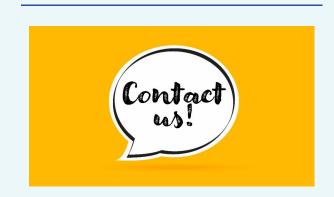
Medicare 2026 Benefits Meetings TBA

IFP Exchange 2026 TBA



# **Compliance Corner**

We ask that you be cautious and careful when entering information into the enrollment platforms, as something as simple as an incorrect city spelling can delay enrollments, invoices and cause member dissatisfaction.



# **Broker Services**

Contact: Jim Moses, Sales Manager Ph: 281-750-1646 Email: ElevateBroker@dhha.org Email: James.Moses@dhha.org

Contact: Jane Bourbon, Sales Support Ph: 210-414-7018 Email: **ElevateBroker@dhha.org** 

### DenverHealthMedicalPlan.org

Denver Health Medical Plan | 777 Bannock St. MC 6000 | Denver, CO 80204 US

Unsubscribe | Update Profile | Constant Contact Data Notice