

## BROKER NEWSLETTER - JUNE 2025



### Quick Updates

#### **Member Welcome Letters:**

We are working toward transitioning the welcome letter communication to **email-only** 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 through 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](mailto:Douglas.Mccarthy@dhha.org)** or 970-769-8804.

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## Technology/Materials

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

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## 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.

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## Broker Services

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