

BROKER NEWSLETTER - MAY 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 though May 2025, and Exchange Commissions have been processed for March 2025 On-Exchange and April 2025 Off-Exchange. We will start April 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.



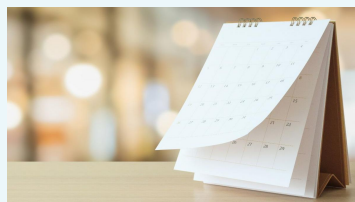
Technology/Materials

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



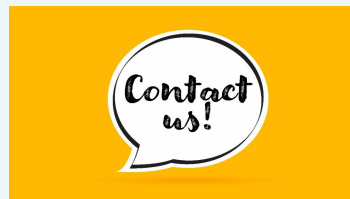
Compliance Corner

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.



Upcoming Trainings/Meetings

Coming in Q2: 2026 Medicare Certification



Broker Services

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