

BROKER NEWSLETTER - OCTOBER 2025



Elevate Health Plans (Exchange & COOP):

Please see below for quick tips for a smoother enrollment experience as discussed in last week's Peak Health Alliance meeting.

1) Members who are enrolled for 2025 through C4 or directly through DHMP are *generally* auto re-enrolled in early December, but COCO enrollees do NOT get auto re-enrolled.

Note: Timing of renewals, open service center tickets with C4, and other fringe cases can lead to a member not being included in auto renewals.

2) Ending your autopay subscription does NOT end your coverage.

Note: While brokers can request to terminate autopay for a member, the member must request to terminate their coverage themselves.

3) Tips to avoid being dual enrolled:

Use same login for enrollment platform YOY - don't create new login/profile in enrollment system for new plan year.

Re-enroll or disenroll via the same system you originally enrolled, i.e. if you enrolled via COCO last year, you need to re-enroll via COCO this year or term your enrollment via COCO this year before enrolling via a different platform and/or with a different carrier.

Creating a new enrollment (either with a new carrier or a different plan with the same carrier) does NOT automatically terminate your prior enrollment for the same plan year.

Take care to use the exact same spelling/formatting of name - member matching issues are the #1 cause of dual enrollments.

Quick Updates

2026 Medicare Certification is now open!

Go to the broker website at denverhealthmedicalplan.org/elevate-health-plan-brokers

While registering for Medicare training and waiting on a password, if not received after 30 minutes, please contact Human Resources at 303-602-6947 (option 5) to request a password reset.

New for Q1 2026:

Direct Deposit and Commission Portal!

Commission Update:

All Medicare Commissions have been paid though September 2025, and Exchange Commissions have been processed for August 2025 On-Exchange and Off-Exchange. If you did not receive a statement or are in need of assistance, please let us know.



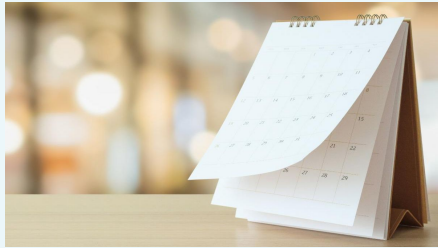
Technology/Materials

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

Medicare 2026 Benefits Meetings are available now for scheduling

IFP Exchange 2026 TBA



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