

# Get Covered New Jersey SBE

Designating and De-Designating a Broker

November 3<sup>rd</sup>, 2020



# Designating an Agent

## Find Local Assistance

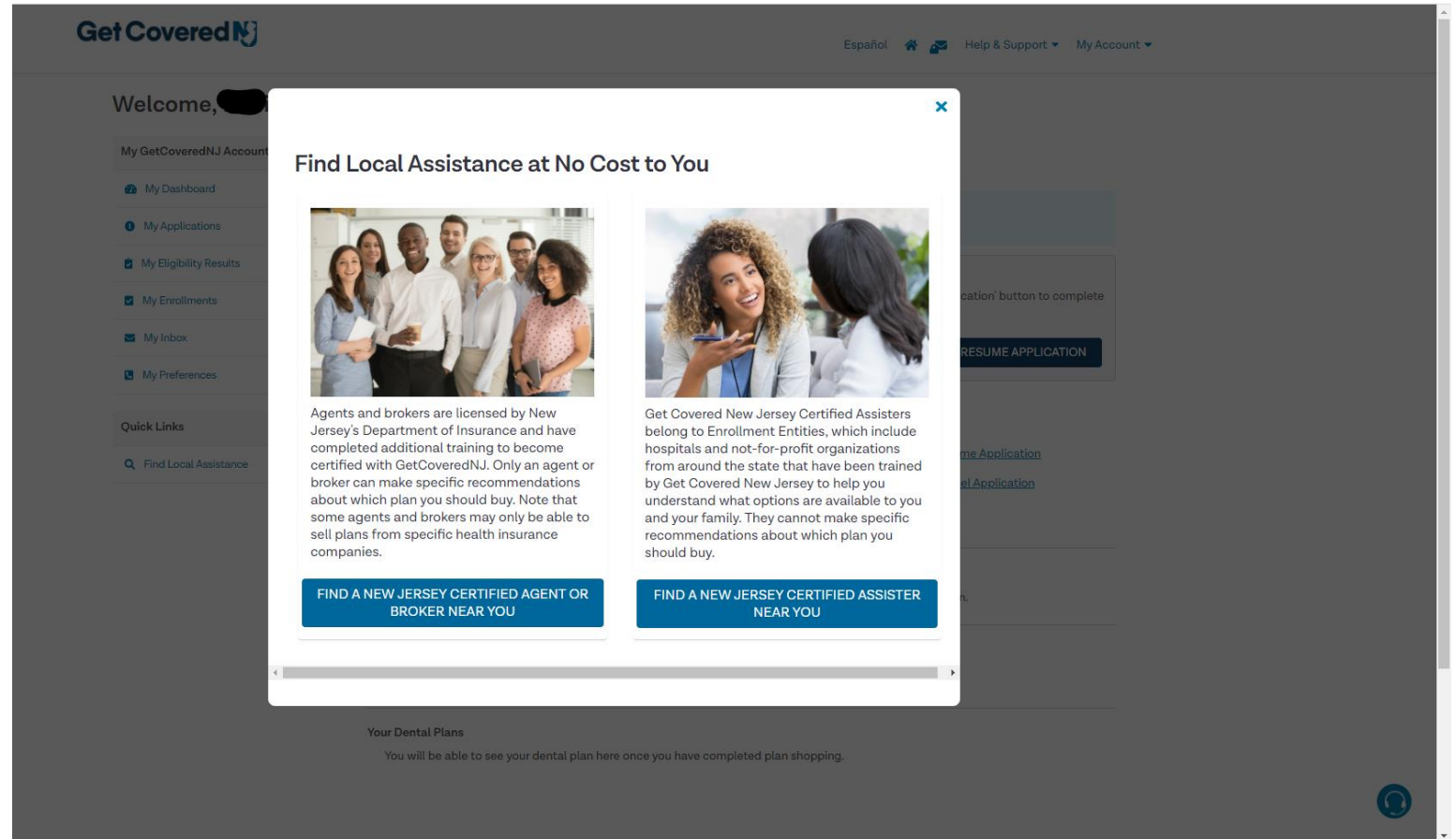
- Consumers can designate an agent from their dashboard view or any time from their top bar navigation by selecting “Find Local Assistance”

The screenshot shows the Get Covered NJ user dashboard. In the top right corner, a navigation menu is open, showing options: 'Español', 'Home', 'Help & Support', 'Find Local Assistance', 'Frequently Asked Questions', and 'Consumers 833-677-1010'. A red arrow points from the 'Find Local Assistance' link in this menu to the top of the page. In the left sidebar, under the 'Quick Links' section, there is a 'Find Local Assistance' link with a magnifying glass icon. A red arrow points from this link to the left. The main content area of the dashboard includes a welcome message, account information for 2021, a notification about the 89-day enrollment period ending on 01/31/2021, and a 'RESUME APPLICATION' button. Below this is an 'Overview' section for the user's application status (2021 Application, In progress), with links to 'Resume Application' and 'Cancel Application'. Further down are sections for 'Your Household Eligibility', 'Your Health Plans', and 'Your Dental Plans', each with a brief description of what information will be available after plan shopping.

# Designating an Agent




## Find Local Assistance


- Once selected, consumers have the option to search for an agent or an assister









The screenshot displays the Get Covered NJ website interface. A modal window titled "Find Local Assistance at No Cost to You" is open, featuring two columns of information. The left column includes a group photo of professionals and text explaining that agents and brokers are licensed by New Jersey's Department of Insurance and have completed additional training. The right column includes a photo of a woman talking on a phone and text explaining that Certified Assisters belong to Enrollment Entities, including hospitals and not-for-profit organizations. Both columns have blue buttons for finding agents or assisters nearby. The background shows a user dashboard with a sidebar menu and a top navigation bar.

**Get Covered NJ**


Español   Help & Support  My Account

Welcome, 


My GetCoveredNJ Account

-  My Dashboard
-  My Applications
-  My Eligibility Results
-  My Enrollments
-  My Inbox
-  My Preferences

Quick Links


-  Find Local Assistance

### Find Local Assistance at No Cost to You



Agents and brokers are licensed by New Jersey's Department of Insurance and have completed additional training to become certified with GetCoveredNJ. Only an agent or broker can make specific recommendations about which plan you should buy. Note that some agents and brokers may only be able to sell plans from specific health insurance companies.

**FIND A NEW JERSEY CERTIFIED AGENT OR BROKER NEAR YOU**



Get Covered New Jersey Certified Assisters belong to Enrollment Entities, which include hospitals and not-for-profit organizations from around the state that have been trained by Get Covered New Jersey to help you understand what options are available to you and your family. They cannot make specific recommendations about which plan you should buy.

**FIND A NEW JERSEY CERTIFIED ASSISTER NEAR YOU**

Your Dental Plans

You will be able to see your dental plan here once you have completed plan shopping.

# Designating an Agent

## Search for a Certified Agent or Broker

- Consumers can then search for an agent closest to them, by name, or by company

The screenshot displays the 'Get Covered NJ' website interface. A modal window titled 'Search for a Certified Agent or Broker' is centered on the screen. The modal is divided into two search options: 'Search by location' and 'Search by Name'. The 'Search by location' section includes a 'Zip code' input field, a 'Distance' dropdown menu set to '5 miles', and a 'Languages' dropdown menu with 'Select an Option' chosen. The 'Search by Name' section includes 'First Name', 'Last Name', and 'Company Name' input fields. Both sections have a blue 'Search' button. The background shows a user dashboard with a sidebar menu containing 'My Dashboard', 'My Applications', 'My Eligibility Results', 'My Enrollments', 'My Inbox', and 'My Preferences'. A 'Quick Links' section at the bottom of the sidebar includes 'Find Local Assistance'. The top right of the page features links for 'Español', 'Help & Support', and 'My Account'.

# Designating an Agent

## Agent Designation

- Once a consumer has searched for and selected an agent, the consumer attests to the formal designation and provides an e-signature

The screenshot displays the 'Agent Designation: Attestations' form on the Get Covered NJ website. The form is overlaid on a dark grey background of the user's account dashboard. The dashboard includes a 'Welcome' message, a 'My GetCoveredNJ Account' section with links to 'My Dashboard', 'My Applications', 'My Eligibility Results', 'My Enrollments', 'My Inbox', and 'My Preferences', and a 'Quick Links' section with a link to 'Find Local Assistance'. The form itself has a title bar with a close button (X) and contains the following elements:

- Agent to be Designated:** A dropdown menu with a redacted selection.
- Authorization checkboxes:**
  - I authorize this agent or broker to access, enter and update information in my online application. I further grant permission to the agent or broker to submit my completed application and Marketplace agreement, including signing the application and Marketplace agreement on my behalf.
  - I understand that I can revoke the authorization for this agent or broker at any time through my account dashboard or by calling **833-677-1010**.
  - I grant permission to the agent or broker to enter payment information on my behalf. I understand that the insurance premium that I am quoted will be charged to my account.
- Signature section:**
  - Applicant Name:** A text field with a redacted name.
  - By checking this box and typing my name below, I am providing an electronic signature to allow this health insurance agent to have access to my application and enrollment information and make changes for me.
  - Applicant E-Signature:** A text input field with a red asterisk and a note: 'Type your full name here as your electronic signature.'

# Designating an Agent

## Agent De-Designation

- If a consumer wants to de-designate an agent, the consumer proceeds to their 'enrollment' page

The screenshot displays the 'Get Covered NJ' user dashboard. At the top, there is a navigation bar with the logo, 'Español', a home icon, an envelope icon, 'Help & Support', and 'My Account'. Below this, the user is greeted with 'Welcome [redacted]' and 'Your Agent [gear icon]'. The main content area is divided into two columns. The left column, titled 'My GetCoveredNJ Account', contains a list of menu items: 'My Dashboard', 'My Applications', 'My Eligibility Results', 'My Enrollments' (highlighted with a red arrow), 'My Inbox', and 'My Preferences'. Below this is a 'Quick Links' section with 'Find Local Assistance' and an 'Access Code' section with an input field and a 'Submit' button. The right column features a 'My Enrollments' section with a dropdown for 'Enrollment Year' set to '2021' and a message 'No enrollments found.'. Below that is a 'Past Enrollments' section with a dropdown for 'Enrollment Year 2021' and another 'No enrollments found.' message.

# De-Designating an Agent

## Agent De-Designation

- Once consumer has designated an agent, a consumer will see a 'your agent' icon.
- To de-designate, select the icon and then selected 'de-designate agent'

The screenshot displays the Get Covered NJ user dashboard. At the top right, there are navigation links for 'Español', 'Home', 'Help & Support', and 'My Account'. The main content area is divided into several sections: 'Welcome, [Redacted]', 'My GetCoveredNJ Account' (with links for My Dashboard, My Applications, My Eligibility Results, My Enrollments, My Inbox, and My Preferences), 'Quick Links' (with 'Find Local Assistance'), and 'Access Code' (with a text input field and a 'Submit' button). On the right side, there are sections for 'My Enrollments' and 'Past Enrollments', both showing 'No enrollments found.' A red arrow points to the 'Your Agent' dropdown menu, which is open and shows options: 'Your Designation Request is Pending', 'View Profile', and 'De-designate Agent'.

# De-Designating an Agent

## Agent De-Designation

- Once selected, a consumer can confirm to de-designate the agent

