



What's New on HealthSherpa

Fall 2022

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Agenda

Account changes

Quoter Improvements

Shopping Improvements

Application Improvements

Recap of 2021 launches

Account Management

Technical Changes

PY23 Renewals

Resources and Q&A

Who We Are

HealthSherpa empowers agents and agencies with the **tools and technology** they need to manage their client base and **enroll as many people in health insurance as possible**. The largest platform for ACA coverage, we support enrollment in Qualified Health Plans (QHPs) from **all insurers with no bias** in sorting, recommendation, or display and also support **Medicaid submission** for qualifying consumers.

3.3 M

Lives enrolled through
HealthSherpa OE22

33%

Total ACA Enrollment
Volume

14K

Agencies

45k

Unique Agents

Account Changes

Avoid duplicates in your client list

- In the event that you Search & Claim a client who already appears in your "Clients" tab, you will now be able to update the application and view it instead of creating a duplicate by selecting the "View in Dash" button.
- An Agent may need to do a Search & Claim on one of their existing applications if they want to make sure they have the most up to date information (e.g. payment statuses, document statuses, premium amounts) in their HealthSherpa account.

Search the Marketplace

Or search by SSN

Search results

By selecting a result, you attest that you are speaking to and have permission from the consumer to access their information.

Applicant	Application
Jose Santos SSN: ***.**-2424 DOC: 08-12-1988 12 Sylvan Ave Miami, FL 33101	2394320832 2022 View in Dash
	1232142233 2021 Add to Clients

Not the results you were expecting? [Start a new application](#)

You can also search using our [Healthcare.gov redirect](#)

Bulk Archive Capabilities

- Agents can now archive multiple clients or multiple leads at a time
- Select checkboxes next to customer names then choose 'archive'

4 selected of 104

Archive

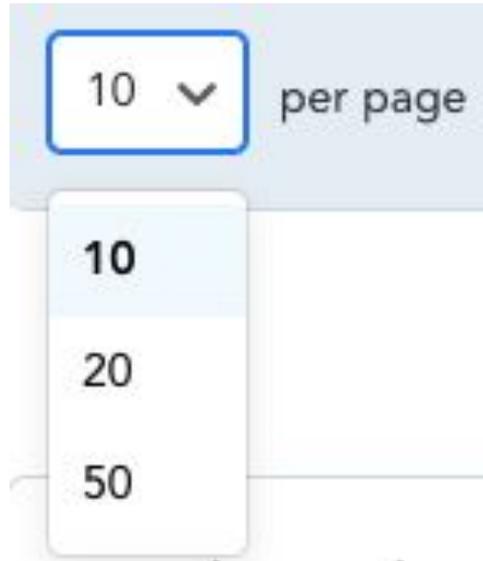
Import

Export

<input type="checkbox"/>	Client	Plan	Gross	Net	Effective	Created	Documents	Payment	Actions
<input type="checkbox"/>	Linda Belcher	Bronze 8700	\$720.03	\$320.03	7/1/2022	6/9/2022	🚨 Action needed Due 09/07/22	🚨 Action needed <a>🕒 As of today	View <input type="button" value="▼"/>
<input checked="" type="checkbox"/>	Linda Belcher	Bronze 8700	\$695.98	\$395.98	7/1/2022	6/9/2022	🚨 Action needed Due 09/12/22	🚨 Action needed <a>🕒 As of 06/09/22	View <input type="button" value="▼"/>
<input type="checkbox"/>	Roy Williams	BlueCare EPO Bronze	\$448.21	\$106.21	7/1/2022	6/7/2022	🚨 Action needed Due 09/05/22	🚨 Action needed <a>🕒 As of today	View <input type="button" value="▼"/>
<input checked="" type="checkbox"/>	Bob Belcher	Bronze 8700	\$969.50	\$317.50	6/1/2022	5/19/2022	🚨 Action needed Due 08/17/22	🚨 Action needed <a>🕒 As of 06/09/22	View <input type="button" value="▼"/>
<input checked="" type="checkbox"/>	Testy Test	Bronze 8700 + \$0 Outpatient Mental...	\$829.23	\$532.23	6/1/2022	5/16/2022	🚨 Action needed Due 08/17/22	🚨 Action needed <a>🕒 As of 05/19/22	View <input type="button" value="▼"/>
<input checked="" type="checkbox"/>	Pending Effectuation	Ambetter Essential Care 1	\$308.66	\$6.66	6/1/2022	5/12/2022	🚨 Action needed Due 08/10/22	🚨 Action needed <a>🕒 As of 05/16/22	View <input type="button" value="▼"/>

View more rows at once!

- At the bottom of the 'Clients' and 'Leads' tables, you can now select to see 10, 20 or 50 rows on one page



- When you select a new row amount, it will scroll you to the top of the page and start on page 1. If you refresh the page, it will default to 10 rows

Documents Column

- Realtime document statuses on your Client List – no more clicking "Refresh" links!
- In your Clients table, you will now see due dates for your clients' follow-up documents

Client ID	Submitted	Documents	Payment	Actions
21	01/22/2022	 Insufficient docs <small>Due 03/17/22</small>	 Action required <small>As of today</small>	View
21	01/12/2022	 Action required <small>Due 04/07/22</small>	Completed <small>As of today</small>	View
21	01/12/2022	 Processing <small>Due 04/07/22</small>	 Processing <small>As of 01/24/22</small>	View
21	01/01/2022	Expired	Cancelled <small>As of 01/24/22</small>	View

Follow-Up Documents

- You can now also sort the Documents column by due date. Rows in the Documents column will sort based on date and status
- If you sort to see clients with the closest due dates first, the statuses will sort in this order:
 - Action Needed
 - Insufficient Documentation
 - Processing
 - Expired
 - Completed
 - Not required

[Click here](#) for descriptions of what each of these statuses mean and directions on how to upload follow-up documents.

Upload documentation on Healthsherpa

After clicking the 'Verify' button, you'll be taken to a page where you can upload the appropriate documentation for the client.

- This page includes information about what documents satisfy the requirement.

Acceptable documents to verify your Income Close ^

Here are the documents you can submit to confirm your yearly income:

- 1040 federal or state tax return. Note: It must contain your first and last name, income amount, and tax year.
- Wages and tax statement (W-2 and/ or 1099, including 1099 MISC, 1099G, 1099R, 1099SSA, 1099DIV, 1099SS, 1099INT). Note: It must contain your first and last name, income amount, year, and employer name (if applicable).

Bulk Renewal Email Improvements

- You can send an email to every clients who hasn't renewed through the "Renewal email" button at the top of your Clients table
- We've made the following improvements to let agents better customize their outreach:
 - Editable email subject line
 - Toggle the call to action button on or off
- Please note you can only send a Renewal email to the same client 3 times in a week

[Read our help article for more information](#)

Quoter Improvements

Medicaid/CHIP Denied Toggle

In the past, if a member of your client's household was eligible for Medicaid/CHIP, HealthSherpa would take them out of the quote. Now, you can keep applicants on a quote who were denied Medicaid or CHIP.



The screenshot displays a quote summary with two main sections. The top section, titled 'Savings', shows a value of '\$785/mo'. Below it, the 'Cost sharing reduction' section is marked with a yellow 'CSR' badge. The bottom section, titled 'Non-eligible applicants', lists a 'Male, 17' who 'May be eligible for Medicaid'. A checkbox labeled 'Medicaid was denied or is ending' is checked, and a hand cursor icon is positioned over the checkmark.

Savings	\$785/mo
Cost sharing reduction	CSR

Non-eligible applicants

- Male, 17
 - May be eligible for Medicaid
 - Medicaid was denied or is ending

Shopping Improvements

Off-exchange expansions

- Currently live for select carriers in AZ, CO, FL, GA, IL, IN, KS, MI, MS, MO, NV, NH, NJ, NM, NC, OH, PA, TN, TX, UT, and VA



- Off-exchange shopping is a good option for:
 - Those who make too much to qualify for premium tax credits on-exchange could get Silver plans that are up to 30% cheaper off-exchange!
 - Those offered both an Individual Coverage HRA and Cafeteria (salary deduction) benefit for the cost of premiums.
- If your client is interested in savings through premium tax credits or Medicaid / CHIP, you should check their eligibility on-exchange first.

[Read more about off-exchange plans on HealthSherpa here.](#)

Application Improvements

Existing coverage question

To improve clarity, we've added a second question to the existing coverage section in the application.

Existing coverage information

Is Jane Gomez currently enrolled in health coverage?



Yes



No

Will Jane Gomez's current health coverage end on or before 2/12/2021?



Yes



No

Dependents aging off applications

- In situations where a newly-independent member* is aging off of an application and needs to create their own, they are now able to complete their application on HealthSherpa without redirecting to HealthCare.gov
- Specifically, the newly-independent member's application on HealthSherpa will not erroneously sync with their parent's application from the prior year
- Prior to starting the new application, remember to remove the newly-independent member from the previous application
- This can be done by visiting the Who's Applying for Coverage page via Report Changes, removing the member, and then resubmitting the application

**Defined as an individual who was a dependent during the prior Open Enrollment period, but are now independent (for e.g. turning 26 during the Open Enrollment period).*

Multiple Enrollment Groups (Split Policies) Update

Agents can now opt out of grouping applicants who've chosen the same plan. This feature was designed to support the needs of Agents in the following scenarios:

- **When one applicant is AI/AN, and the others aren't** — the AI/AN applicant can retain their AI/AN benefit (\$0 deductible/OOP)
- **When one applicant qualifies for CSR, and the others don't** — the CSR eligible applicant can keep their extra savings
- **When applicants want separate deductibles, etc.** — the applicants can avoid having a family deductible

To opt out of grouping applicants who choose the same plan, remove the checkmark.

[Read more about multiple enrollment groups here](#)

The screenshot shows a web interface titled "Choose multiple plans". Below the title is a descriptive sentence: "Select different plans for different applicants. This can be useful when applicants have different health needs or qualify for different benefits. [Learn more.](#)".

The main content area is divided into two sections:

- 1. Select which applicants you'd like to shop for**
This section contains a table with three columns: "Applicant", "Health plan", and "Dental plan". There are four rows of applicant data, each with a checkbox in the "Applicant" column.

Applicant	Health plan	Dental plan
<input type="checkbox"/> Dwayne Curtis	Oscar HMO 4 Silver	None selected
<input type="checkbox"/> Jennifer Curtis	Oscar HMO 4 Silver	None selected
<input type="checkbox"/> Steven Curtis	Highmark PPO	Delta Dental PPO
<input type="checkbox"/> Jaime Curtis	None selected	None selected
- 2. Shop for plans for these applicants**
This section contains a "Choose a plan" button and a "Group applicants who are on the same plan. [Learn more.](#)" checkbox. A green arrow points to this checkbox, which is currently checked.

At the bottom of the interface are two buttons: "Back" and "Continue".

Recap of 2021 Launches

Referral flexibility on the appointments page

- Only visible if participating in HealthSherpa's Referral Program
- Select carriers you want to refer — [learn more about these settings](#)

Manage your states, appointments, and referred carriers.

Add the states you're licensed in, then select your appointed carriers and any carriers you'd like to refer. [Learn more.](#)

Add new state



Arkansas



Carrier

Appointed

Refer ?

United Healthcare



Ambetter from Sunshine Health



Florida Blue (BlueCross BlueShield FL)



Sort the Client list & Lead list alphabetically



Joanna Smith
NPN: 345677889

Start application

Search Marketplace

Quote

Clients

Clients

Search

Leads

Insights

Bonuses

Agency

Associates

Marketing

Carrier	State	Documents	Payment	Archived	Renewal needed
Select <input type="button" value="v"/>	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>			

<input type="checkbox"/>	Client	Plan	Premium	Effective	Submitted	Documents	Payment	Actions
<input type="checkbox"/>	Jane Esposito	Health First 2021 HMO 3	\$138.22	5/17/2021	4/30/2021	Processing	Action required	View <input type="button" value="v"/>
<input type="checkbox"/>	Tina Ander	Health plan PPO Silver 5000	\$113.22	5/15/2021	4/25/2021	Completed	Completed	View <input type="button" value="v"/>
<input type="checkbox"/>	Ray Sendak	Health plan HMO 5000	\$144.33	5/11/2021	4/22/2021	Processing	Processing	View <input type="button" value="v"/>

New plan filtering option: prescription search

Monthly premium max

\$1,004



Max deductible

\$8,550



Providers

Add a doctor or hospital

Prescriptions

Add prescriptions

36 plans

Lowest Premium ▾



Ambetter Essential Care 1 (2021) - EPO

● BRONZE

Premium
\$164/mo
~~was \$326~~

Deductible
\$8,300/yr

Out-of-pocket max
\$8,300

Doctor visits
No charge after deductible

Specialist visit
No charge after deductible

Generic drugs
\$25

Compare

[Drugs](#) [Doctors](#) [Benefits](#)

[Plan details](#)

[Add to cart](#)



Ambetter Essential Care 2 HSA (2021) - EPO

● EXPANDED BRONZE

Client email now optional

- Clients will not be able to [self-service through HealthSherpa](#).
- Clients will still receive snail mail from HealthCare.gov

Primary contact

Your information ✓

Home address ✓

Contact details

Verify identity

Household

Members

Additional questions

Finalize

Primary contact

Contact details

Email address (Optional) 

Go paperless! Get your notices by email, instead of paper copies in your mailbox.

Phone number	Extension	Type
(415) 123-1212		Home <input type="button" value="x"/> <input type="button" value="v"/>

Account Management



Best Practices

- Include complete and accurate information on consumer applications
 - Full name (should match documentation - e.g., if their SSN card lists their middle name, include their middle name)
 - SSN
 - Email
 - Race/Ethnicity
- Submit follow-up documents in a timely manner
 - [Data Matching Issues \(DMIs\)](#)
 - [SEP Verification Issues \(SVIs\)](#)
- Encourage customers to make their binder payments
 - \$0 Premium plans

Agent Email notifications for follow-up documents

With Follow-up Document Notification Emails, you'll receive an email at 1:00AM EST if there are any follow up document status changes for your clients. The email will include a simple, digestible table like the example below of all the status changes that occurred that day.

Client	Follow-up	Status update	Due date
Jose Gomez	Citizenship	Action needed	02/30/2022
Jane Parker	Immigration status	Processing	03/31/2022
Lindsey Jane	Social security number	Completed	04/30/2022
Lindsey Jane	Non Medicaid / CHIP coverage	Insufficient documentation	03/31/2022
Joe Danielson	Income	Expired	01/01/2022

The table you receive via email is not a running list — it will only include information on client statuses that have changed within the last 24 hours.

[Click here to read full details about this new feature](#)

Customer Email notifications for follow-up documents

- New email notification feature ensures that your clients never miss a follow-up document deadline
- Clients who meet this criteria will receive an email 15, 5, and 1 days before their follow-up deadline:
 - Their application is active (not cancelled or terminated), and
 - They have 1 or more follow-up documents in either of these 2 statuses:
 - "Action needed" (no document has been uploaded)
 - "Insufficient docs" (the document uploaded was rejected)

Hello [Client name],

This is a reminder that in order to secure your health coverage, you need to submit documents which prove the following items by the deadlines listed below:

- Submit proof of [Follow-up type] for [Client name] by [Deadline]
- Submit proof of [Follow-up type] for [Client name] by [Deadline]
- Submit proof of [Follow-up type] for [Client name] by [Deadline]

Note: If you don't submit these by the deadline, you may lose your subsidy, or lose your health coverage entirely!

Please reach out with these documents right away, or with any questions about which documents qualify, so that we can get this resolved for you before the deadline.

Thank you,

Jose Gomez

Gomez Insurance

(555) 555-5555

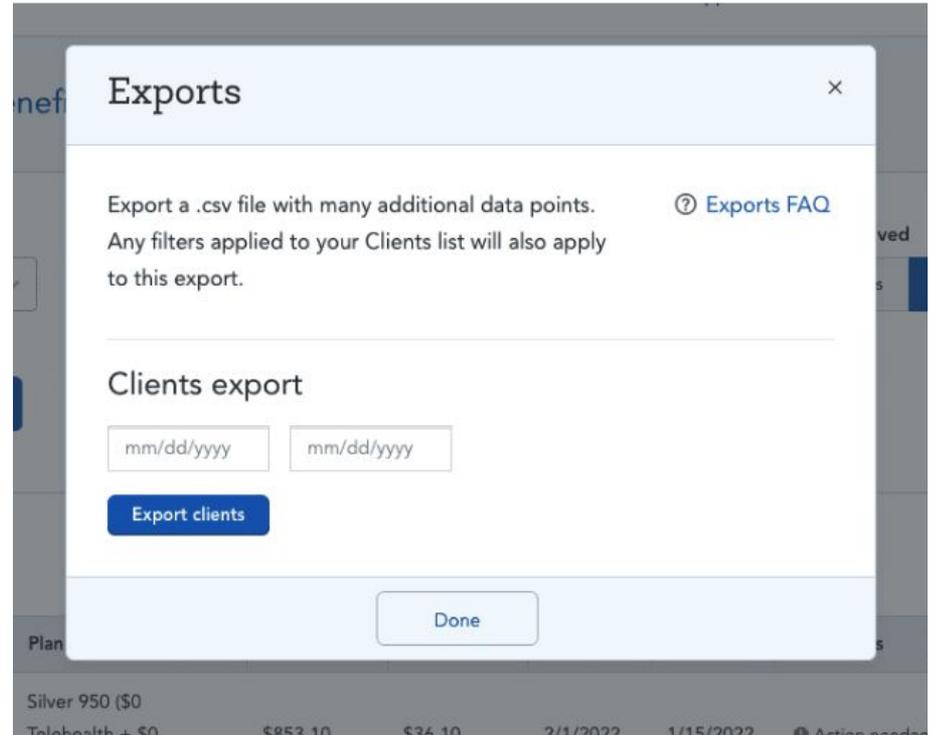
jgomez@insurance.com

[Read more about follow-up document reminders for clients here](#)

Added Client Export Report Flexibility

- When clicking the 'Export' button from the Clients or Agency pages, a modal will now appear that lets you choose an export date range. Agencies are also able to include archived clients in the export.
- We made this change so you can get an export for a shorter date range instead of all of your clients every time. This lessens the load on our system, and means faster delivery of the information you need!

[Learn more about Export reports here](#)



New columns in the export report

- The export feature allows you to download a CSV of your book of business
- Notable additions this SEP:
 - **EDE sync timestamp (last_edc_sync):** shows the last time this application was synced with the Marketplace and helps you ID where you need to refresh statuses
 - **More details about an application's NPN (nnp_reason):** tells you whether you're the AOR, if the NPN is an 'Other Party', or if there is 'No AOR'

[Learn more about this feature here.](#)

Agency Roster Exports

Agency Admins can now export information on their downline agents. We added this feature to help Agencies do the following:

- Email their downline agents who have linked HealthSherpa agent accounts
- Check whether their downline agents' settings are accurate
- Confirm their downline agents have enabled EDE
- Assess enrollment volume at the downline agent-level

To download your Agency Roster export, click the 'Export' button from the Agency tab. A modal similar to the example below will appear, and you will click 'Export agents' to receive a copy of your roster. [Learn more about Export reports here](#)

Agency Exports ×

Export a .csv file with many additional data points. [Exports FAQ](#)

Clients export

mm/dd/yyyy mm/dd/yyyy

Include archived clients

[Export clients](#)

Downline agent export

[Export agents](#)

[Done](#)

Agency DMI exports

We've created an agency admin export called "Agency DMI Report" that includes the following pieces of information:

- Agent Name
- Submission date
- Client FFM app id
- DMI Type
- DMI Status
- DMI Due Date
- URL Link to Client Details page

This export will pull DMIs with a due date from the past 2 months to anytime in the future.

The DMI report will be available through your 'export' button, which you will be able to pull anytime and will also be sent out on a weekly basis. If you wish to opt-out of these emails, you can do so by going to your HealthSherpa settings and changing the status.

The screenshot shows a dialog box titled "Agency exports" with a close button (X) in the top right corner. Below the title bar, there is a text prompt: "Export a .csv file with many additional data points." followed by a link to "Exports FAQ".

There are three main sections in the dialog:

- Clients export:** This section contains two date input fields, both with the placeholder "mm/dd/yyyy", and a checkbox labeled "Include archived clients". Below these is a blue button labeled "Export clients".
- Downline agent export:** This section contains a blue button labeled "Export agents".
- DMIs export:** This section is highlighted with a pink border and contains a blue button labeled "Export DMIs".

At the bottom of the dialog, there are two buttons: "Cancel" and "Done".

Technical Changes

Error Message Explanations

- Error messages now show you a bit more about what went wrong
- Proactively assists you when troubleshooting



Oops!

We're sorry, but something went wrong. If the problem persists, please contact us at support@healthsherpa.com.

The error that occurred (for admins only):

422 | Validation failed: Phone number is too short (minimum is 10 characters), Street address can't be blank, City can't be blank, State can't be blank, Zip code can't be blank, Zip code must be a 5-digit number, Email can't be blank, Contact preference can't be blank, Contact preference is not included in the list, Plan year can't be blank, Plan year is not included in the list

[Home Page](#)

You can check the status of HealthSherpa and the CMS APIs at any time by viewing the [HealthSherpa Status Page](#).

(2022-01-20 17:47:08 +0000) [e3cf44-21f2-45d5-8042-c5c81a1fac8f]



New CMS Requirement



Multi-factor Authentication (MFA)

CMS recently announced and went live with MFA.

- Must be setup through CMS portal
- MFA will be required if double redirecting to the MP from HealthSherpa
- MFA required when accessing CMS enterprise portal and Marketplace Learning Management System
 - For more information, visit [CMS MFA guide](#)

The screenshot displays the 'My Profile' page on the CMS.gov My Enterprise Portal. The page is divided into a left sidebar and a main content area. The sidebar contains several profile management options, with 'Manage MFA Devices' highlighted by a red circle. The main content area is titled 'Manage Multi-Factor Authentication (MFA) Devices' and features a table with the following data:

Device Type	Identifier	Status	Actions
Text Message (SMS)	443-679-7512	Active	Edit Remove

Below the table is a green button labeled 'Register a device', which is pointed to by a red arrow.

CMS 2 Factor Authentication (Live 9/1)

CMS is requiring EDE partners like HealthSherpa to use additional authentication for all agents and brokers beginning September 1, 2022.

Integrate your HealthSherpa account with your FFM account to make sure you don't lose access to full functionality on HealthSherpa.

[Click here to read about the change and review integration instructions.](#)

FFM Account Integration ⓘ Disabled

[Integrate My FFM Account](#)

By selecting 'Link My FFM Account' you will be directed to <portal.cms.gov> to verify your log in credentials.

FIRST NAME

LAST NAME

NPN

FFM USERNAME

Your FFM Username is the same login you use when logging into [portal.cms.gov](#).

[Update](#)

PY23 Renewals

Agent Renewals

Option 1

Agent Renewal Email

From Clients section of the agent's dashboard, agent can send out a renewal email with a link for Renewal.

Best When: Agent wants to invite one or more of their clients to update their information and renew on their own.

Option 2

Search Marketplace

For new and/or existing members, agent can utilize the "Search Marketplace" to retrieve their application and start the renewal process.

Best When: Agent meets a new client and wants to access their existing Marketplace information to assist with update/renewal.

Option 3

Client Profile

From client's profile, agent can go directly to the renewal process.

Best When: Agent has an existing client and wants to assist with update/renewal.

Option 1

Agent Renewal Email

The screenshot shows the HealthSherpa Agents dashboard. A table lists clients with columns for Client, Plan, Gross premium, Net premium, Effective, Created, Documents, Payment, and Actions. A 'Renewal email' button is highlighted in the table. Below the table, two email templates are shown:

Template 1: It's time to renew your health insurance plan!

Hi (FirstName),

It's time to renew your health insurance plan for 2022!

Our website makes it easy to get renewed or shop for a new plan online.

If you need help, please give us a call or reply to this email.

[Renew your plan online now](#)

Agent Name
HealthSherpa
8019876443
hatest@healthsherpa.com

Template 2: Resume your progress

We found an existing application for you. To resume or renew, please verify via email or text below.

Via email

We'll email m*****@email.com a link to resume

[Send email](#)

Via text message

We'll send a text to +1*****4567 with a verification code. Enter that code below and press Verify to resume.

*Standard text message rates will apply.

VERIFICATION CODE

[Verify](#)

If you're this consumer's agent, sign in to work on this application.

From their Clients dashboard page, the Agent can **trigger a renewal email** to clients (members) that includes a member-specific encoded resume link. The filters can be used to narrow emails and the system will auto-remove any client who has finished renewal. Upon **clicking the link**, the member will be prompted to **verify their identity via email or text** and then view their dashboard.

NOTE: If the agent had started but not finished a renewal application for their client, the member will resume on the last page visited by the agent.

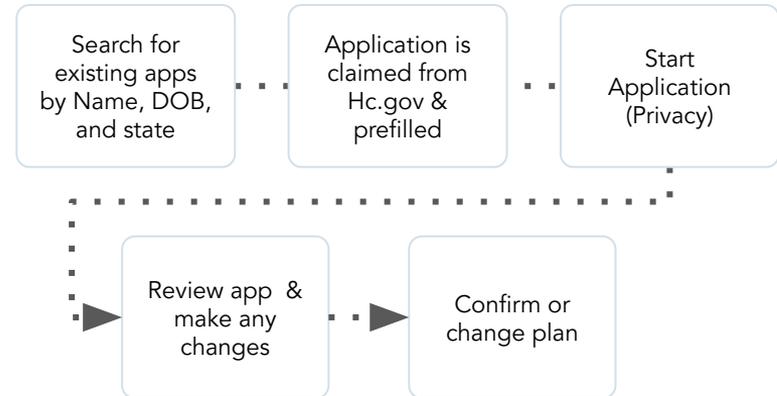
Renewal Shopping Experience

Option 2

Search Marketplace

The image shows two screenshots from the HealthSherpa interface. The top screenshot is the 'Search Marketplace' page, which includes a search bar and several filter dropdowns: Carrier, State, Documents, Payment, Archived (Yes/No), and Exchange (On-Ex). A box highlights the 'Search Marketplace' button. A dashed arrow points from this button to the 'Start application' form below. The 'Start application' form has a title 'Start application' and a link 'Use our Healthcare.gov redirect'. It contains fields for 'First name', 'Last name', 'Date of birth' (MM/DD/YYYY), and 'Coverage state' (Select state). There is also a checkbox for 'I've received permission from this consumer to work on their behalf.' and a large blue button labeled 'Search the Marketplace'.

For new and/or existing members, agent can utilize the “**Search Marketplace**” to retrieve the member’s application and start the renewal process. Agent will see the crosswalked plan by default but can change plan as appropriate.



Option 3

Client Profile Renewal

Client	Plan	Gross premium	Net premium	Effective	Created	Documents	Payment	Actions
<input type="checkbox"/> Rick Sanchez	Aqua Bronze HDHP (HSA-Compatible) Plan #...	\$274.67	\$46.67	7/1/2021	6/1/2021	Action needed	Action needed	View
<input type="checkbox"/> Keana Smith	Bronze 8550	\$284.01	\$56.01	7/1/2021	6/1/2021	Action needed	Action needed	View
<input type="checkbox"/> Mookie Berts	Aqua Essential Care 1 (2021)	\$350.63	\$0.00	6/1/2021	5/14/2021	Action needed	Action needed	View

Starting from the agent's client list, the agent accesses their client's profile by clicking on the client's name in the list or the **View** button. The agent can then **renew** with a choice of shop or apply first. When using apply first ("Start with the application" option), the agent will see the crosswalked plan by default after reviewing their client's application.



Resources

Resources



Agent Test

Agent Test
NPN: 17169718

Start application Search Marketplace Quote On-Ex

Clients

Leads

Insights

Bonuses

Take us for a spin!

<input type="checkbox"/>	Client	Plan	Premium	Effective	Created	Documents	Paym
<input type="checkbox"/>	Jane (Example client)	HealthNet Silver HMO 2020	\$138	07/01/2021	06/29/2021	Processing	Action needed

What's new

Getting started

Help center

Email support

(888) 824-5763 • Online

View

[What's new](#)

A running list of product updates and feature releases.

[Getting Started](#)

Great resource for any new agent. Provides short videos and recap of this entire training to ensure you're all setup and ready to write your first application!

[Help Center](#)

Find answers to all your questions by typing in a keyword, you'll find amazing articles with step by step instructions on what it is you're looking for!

Current Webinars

[English: : HealthSherpa Agent Training](#)

[English: What's New on HealthSherpa](#)

[Español: Entrenamiento de HealthSherpa para Agentes](#)

[Español: ¿Qué hay de nuevo? Últimas actualizaciones y mejoras de 2022](#)



HealthSherpa Broker Support

Agent Support Representatives strive to provide top-tier support to HealthSherpa agents, agencies, and health insurance carriers. In the event of feature questions or technical issues, HealthSherpa's broker support is available.



PHONE

(888) 684-1373



EMAIL

agent_support@healthsherpa.com

Hours of Operation:

January - October
(Special Enrollment Period)

Mon - Fri
6AM - 4PM PST

November - December
(Enrollment Period)

Mon - Fri (Open
Extended Hours



CHAT

[Chat from dashboard](#)

Q&A

Thank you!