

# Silver State Health Insurance Exchange

Broker Workshop Wednesday's  
Kick Off Meeting!  
May 28, 2025






# Agenda

- Introductions
- Broker Onboarding Process
- Broker Intent to Sell Steps
- Broker Training
- Platform Access for New Brokers
- Marketing Resources
- Q&A + Contact Information

# Introductions

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- Katie Charleson, Communications Director
    - [kcharleson@exchange.nv.gov](mailto:kcharleson@exchange.nv.gov)
  - Janel Davis, Chief Operations Officer
    - [j-davis@exchange.nv.gov](mailto:j-davis@exchange.nv.gov)
  - Rebecca Lomazzo, Broker Program Manager
    - [rlomazzo@exchange.nv.gov](mailto:rlomazzo@exchange.nv.gov)
  - Shae Herbert, Quality Assurance Manager
    - [sherbert@exchange.nv.gov](mailto:sherbert@exchange.nv.gov)
  - Tracy Reed, BPA 1, QA team lead
    - [treed@exchange.nv.gov](mailto:treed@exchange.nv.gov)
  - Alie Garcia, Program Officer, QA team
    - [amgarcia@exchange.nv.gov](mailto:amgarcia@exchange.nv.gov)
  - Meagan Ranson, Plan Certification Manager
    - [mranson@exchange.nv.gov](mailto:mranson@exchange.nv.gov)



# Broker Onboarding Process

To be certified with **Nevada Health Link**, all agents, brokers, and assisters must:

- **Complete NVHL Certification Training**  
*(Note: New non-resident producers are not eligible to participate.)*
- **Hold an Active License** through the Nevada Division of Insurance (DOI)
- Understand that **NVHL operates separately from CMS/Healthcare.gov**
- **Submit a Broker Intent to Sell Form**  
(Available on the **Nevada Health Link website**)
- **Obtain Access to the GetInsured (GI) Platform**
- **Adhere to Agent/Broker/Producer Responsibilities**  
(As outlined in the certification materials and operational guidelines)

# Broker Intent to Sell

- Fill out the Broker Intent to Sell Form
  - Available starting June 2<sup>nd</sup> and closes August 25<sup>th</sup> for PY2026
    - <https://www.nevadahealthlink.com/brokers-agents-onboarding/>

Once the form is submitted you will receive confirmation on the webpage and a confirmation email with in 24 hours from [NoReply@nevadahealthlink.com](mailto:NoReply@nevadahealthlink.com).

If you need to make any changes reach out to [brokersupport@exchange.nv.gov](mailto:brokersupport@exchange.nv.gov)



1-800-547-2927  
TTY 711

En Español

ADA  
Medicaid Information

Contact

ENROLL NOW

LOGIN

FIND LOCAL ASSISTANCE

[Get Started](#) [Manage Your Plan](#) [About](#) [Partner Resources](#) [Q](#)

## Brokers & Agents Onboarding

The Broker Intent to Sell Submission for the next Plan Year will open Monday, June 2, 2025.

[Home](#) » [Brokers & Agents Onboarding](#)

Thanks for contacting us! We will get in touch with you shortly.

# Broker Training



## Plan Year 2026 New & Returning Broker Training:

- Invite will be sent September 2, 2025
- From: [trainer@learn.trakstar.com](mailto:trainer@learn.trakstar.com)
- Check your spam/junk folder
- If you haven't received the invitation by September 3, reach out to [brokersupport@exchange.nv.gov](mailto:brokersupport@exchange.nv.gov)



## Training Duration:

- New brokers: 3–4 hours
- Returning brokers: Less than 1 hour



## Important Next Step:

Within **1 week** after completing training:

- You will receive an email from **Adobe Sign** to review and sign the **Broker Code of Conduct**
- **Signature required for certification**





# New Brokers

In the last module of your training, you'll receive instructions to create your new agent account. Be sure to carefully follow the link provided to complete your account setup.

- **If you're part of an agency:**
  - Your agency manager will be responsible for adding your agent profile.
  - No action is needed from you for this step.
- To be certified for Plan Year 2026, you must complete:
  - Your Nevada Health Link training
  - Your agent account registration
  - Have a current and active DOI license

Our Broker Manager will update your status to indicate you are certified to assist consumers for Plan Year 2026.





# Marketing Resources

-  **Social Media Toolkits**  
Ready-to-use graphics, captions, and digital assets to support enrollment campaigns.  
[View Toolkits](#)
-  **Media Assets**  
Access logos, photos, video content, brand standards, and other Nevada Health Link branded materials.  
[View Media Assets.](#)
-  **Press Releases**  
Stay up to date with official announcements and enrollment updates from Nevada Health Link.  
[Read Press Releases](#)
-  **Broker Newsletters**  
Get the latest broker-specific updates, deadlines, and policy changes.  
[Previous Broker Newsletters](#)



# Marketing Resources

## Follow Nevada Health Link on Social Media:

-  Facebook: [@NevadaHealthLink](https://www.facebook.com/NevadaHealthLink)
-  X (formerly Twitter): [@NVHealthLink](https://twitter.com/NVHealthLink)
-  Instagram: [@NevadaHealthLink](https://www.instagram.com/NevadaHealthLink)
-  LinkedIn: [Nevada Health Link](https://www.linkedin.com/company/NevadaHealthLink)


## Let's Collaborate!

I'm always open to brainstorming ideas, social content, blogs, or featuring your success stories. If you have creative ideas or want to team up on a project — let's chat!

For review and approval of any Nevada Health Link branded marketing materials, please contact Katie Charleson,  
[kcharleson@exchange.nv.gov](mailto:kcharleson@exchange.nv.gov)

# Questions/Answers

## Broker Service Line:

 1-800-547-8156 (through Call Center)

## Email Broker Support:

 [brokersupport@exchange.nv.gov](mailto:brokersupport@exchange.nv.gov)

## For Escalations, Contact:

Rebecca Lomazzo, Broker Manager

 [rlomazzo@exchange.nv.gov](mailto:rlomazzo@exchange.nv.gov)

 775-434-9112

Thank you for your participation and helpful feedback!