To view this email as a web page, go here.

AWARENESS: Pennie's 2027 Certification Training is Here!

Have questions? Call 844-844-4440

REMINDER: Check the expiration date of your State-issued Broker's License or Assister Registration. Brokers must have an active Accident and Health license, and Assisters must have an active Assister Registration. Both are issued by the PA Insurance Department.

In this issue, you'll learn about:

- LIVE NOW: Pennie's 2027 Assister and Broker Training
- Special Enrollment Period Documentation
- Financial Savings Eligibility Changes For Non-Citizens
- Reminders on:
  - Pennie's Call Center Hours have changed.
  - Open Enrollment is Coming.

2027 Pennie Assister and Broker Certification Training is Now Available!

To continue serving as a Pennie-Certified Assister or Broker through 2027, you must complete the annual certification by **November 30th, 2026.**

If your 2027 certification is not completed by the deadline, you WILL be decertified effective 12/21/2026 and your customers will be de-designated.

Click here to get started now!

NEW THIS YEAR: You will not be able to immediately download your certificate following the training. Pennie will be approving certifications twice a week. Keep an eye on your email and TrainPA inbox when that approval takes place.

You should see your status updated in your account within 5-7 business days. If it has been more than 2 weeks since you completed the training and you don't see your certification updated through 12/31/2027, call Pennie.

If you have any questions, call Pennie's dedicated Assister and Broker support team at 844-844-4440.

Be Aware: There is Processing Time for Special Enrollment Period (SEP) Documentation to be Approved.

If you are working with a consumer who recently lost coverage, make sure to act fast and have them apply **at least a week before they lose coverage.** If documents are not submitted and approved in time, your client may lose their financial savings or health coverage.

Consumers can find details in their Pennie account inbox, Pennie account dashboard, or in a Pennie notice they received in the mail.

You can find a list of accepted documents to verify application information here.

Reminder of steps to submit documents online:

1. **Step 1: Gather your documents. Your notice says what can be submitted. Refer to above link for a list of acceptable documents.**
2. **Step 2: Log into your Pennie account.**
3. **Step 3: Click the "Verification & Documents" tab and check which Application Verifications have the red exclamation points, this tells you there is an action needed.**
4. **Step 4: Upload your documents. Once documents have been uploaded, hit "submit".**

Special Enrollment Period Documentation: Some Qualifying Life Events to qualify for a Special Enrollment Period require the client to upload documentation to prove they experienced a life event. When Pennie approves the documentation, the Special Enrollment Period will then be opened for the client to shop and enroll in coverage.

Click here for a list of life events and documents.

For more information on submitting documents along with some FAQs, click here.

Financial Savings Eligibility Changes For Non-Citizens

One outcome of the H.R.1 (One Big Beautiful Bill Act) was that several categories of lawfully present immigrants are no longer eligible for federal premium tax credits, also known as financial savings.

Starting in 2027, only these three groups of non-citizens will be eligible for financial savings through Pennie.

- Lawful Permanent Residents (green card holders)
- Cuban and Haitian entrants under the Refugee Education Assistance Act of 1980
- Residents covered by a Compact of Free Association (COFA) from Micronesia, the Marshall Islands, or Palau

Click here for the list of other lawfully present immigrants who will no longer be eligible for financial savings starting in 2027.

What's Next:

Pennie will be communicating directly with those impacted consumers and the assisters and brokers attached to their account leading up to and throughout the 2027 Open Enrollment Period. This will be done through emails, outbound calls, and text messages.

These enrollees are encouraged to make any necessary changes to their Pennie accounts, especially if their immigration status has recently changed. We also encourage these enrollees to shop and change their plans to one with a lower cost or to view our webpage on other health coverage options.

IMPORTANT:

There can be situations where only certain members of the household no longer qualify as lawfully present and are losing their financial savings.

This change is also taking place through Medicaid however it will be implemented earlier. Those who no longer qualify for Medicaid due to this change will lose their Medicaid coverage beginning October 1, 2026.

REMINDERS:

Pennie Call Center Hours have changed.

Through the end of 2026, Pennie's Call Center hours have been extended. Customer Service will be open Monday through Friday 8 am to 10 pm.

Starting on November 7th, Pennie Customer Service will also be open Saturdays from 8 am to 1 pm.

Open Enrollment is Around the Corner!

Pennie's 2027 Open Enrollment begins November 1st. Make sure you are reminding your clients to log into their Pennie accounts to update their information prior to enrolling in coverage.

Pennie's 2027 Open Enrollment will end on January 15th, 2027, but the deadline for January 1 coverage is December 15th, 2026.

Pennie will be sending more communications and materials over the next few months leading up to Open Enrollment.

GET HELP:

Remind enrollees that your professional support is available year-round should they have any questions or need assistance.

---

pennie connecting Pennsylvanians to health coverage®

This email was sent by: **Pennie**
PO Box 11873, Harrisburg, PA, 17108

Learn how to switch to paperless communication

Pennie® is the official health insurance marketplace for the Commonwealth of Pennsylvania, and the only source of financial help to lower the cost of high quality private health insurance plans. Pennsylvanians without access to other health coverage can find affordable health plans through Pennie that meet different needs and budgets. Eligibility for financial help is based on income, family size, and other factors. Pennie is operated by the Pennsylvania Health Insurance Exchange Authority, established under state law.

Update Profile **Manage Subscriptions** **Unsubscribe**

Copyright 2025. All trademarks or service marks appearing in this site are property of their respective owners.