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

AWARENESS: New Call Center Hours Starting in August

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:

Extended Call Center Hours

New System Enhancements

Reminders on:

- Special Enrollment Period documentation
- Tax Implications for Incorrect Income

2027 Certified Assister and Broker Training Coming Soon – The Pennie Certification Training will be available soon! Be on the lookout for communications on the training.

The 2026 Assister/Broker certification training will be unavailable until the 2027 training is launched.

Pennie Customer Service Extended Hours Coming Soon

Starting August 17th and running through the end of the year, Pennie Customer Service will be open Monday through Friday 8 am to 10 pm.

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

Leading up to and throughout Open Enrollment, consumers and you will have more time to reach out to Pennie Customer Service for assistance in the evenings.

Open Enrollment Dates for 2027 – November 1st – January 15th

Pennie had planned for a shortened Open Enrollment period due to recent federal regulation changes.

Those changes were invalidated in a recent lawsuit.

Now, Pennie is changing the Open Enrollment dates back to the prior regulatory requirements and the dates we have had every year.

Open Enrollment 2027 will begin November 1, 2026, and end January 15, 2027.

December 15th will be the deadline for coverage beginning January 1, 2027, and January 15, 2027, will be the deadline for coverage beginning February 1st.

Collateral materials will be updated on the Pennie materials webpage soon. Click here for an updated flyer if you need to print collateral in the meantime.

More communications and materials will be sent over the next few months leading up to Open Enrollment.

New System Updates for Awareness:

Several updates have been made to align program rules with federal eligibility changes under H.R. 1. These updates include changes affecting individuals who qualify for financial savings based on lawfully present status.

Click here to view a document with additional information.

IMPORTANT: These changes do not affect applications for the 2026 coverage year.

They will take effect for coverage beginning January 1, 2027, for the 2027 coverage year. Pennie will communicate directly with affected enrollees and the attached assister or broker on the account.

Consumer Experience Updates

New layouts and visual enhancements have been introduced to provide a more user-friendly experience for consumers.

The system has also been updated with accessibility improvements and enhanced security features for authentication and password management.

Examples include new visual indicators to help consumers create strong passwords and improved session timeout messaging.

Enrollment Updates

Enrollees enrolled in pediatric dental plans who turn 19 by January 1 will be automatically renewed into an adult dental plan.

A new feature has been added to streamline the resolution of Data Matching Issues (DMIs) by displaying DMI messages only for household members who are eligible for a Qualified Health Plan (QHP).

Assister and Entity Portal Enhancements

Several improvements have been made to the Assister and Entity Portal, including a refreshed user interface designed to improve usability and streamline workflows.

These enhancements provide entity managers with expanded capabilities to better serve consumers and improve the onboarding process.

Agent/Broker Account Updates

When creating an Agent/Broker account, the system previously sent Account Activation and, in some cases, Resend Activation emails to the Public Email address if one was provided.

This enhancement ensures that Account Activation and Resend Activation emails are always sent to the Individual Email (Primary Email). It also ensures that the Account Identity Email (username) is no longer replaced by the Public Email.

REMINDER: Verify Key Providers When Working with Consumers

Be sure you verify key providers when working directly with consumers in the shopping portal.

We occasionally see intermittent issues with the provider data within the portal and consumers should always look at the insurer's provider directory that is linked with the plan details for more information.

Special Enrollment Period Documentation:

Pennie requires more documentation from consumers before approving a Special Enrollment Period. Consumers will not be able to move forward with shopping for a plan until they submit the appropriate documentation proving their Qualifying Life Event.

Click here to find the full list of documents that can be submitted for each Qualifying Life Event at Pennie.

Details for consumers on how and what documents to submit can be found on the Submitting Documents Webpage.

REMINDER: Elimination of Excess Tax Credit Repayment

Due to federal changes, there are more penalties if a consumer does not update their Pennie account as things change throughout the year.

This especially includes any income changes.

The financial savings consumers receive is based on household income.

What it means: Consumers will need to update their income with any household changes. This also includes changes for people in the household who are not enrolled through Pennie.

We encourage you as Assisters and Brokers to help remind and help consumers with these important updates.

We are also emailing consumers a reminder of these updates monthly.

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

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