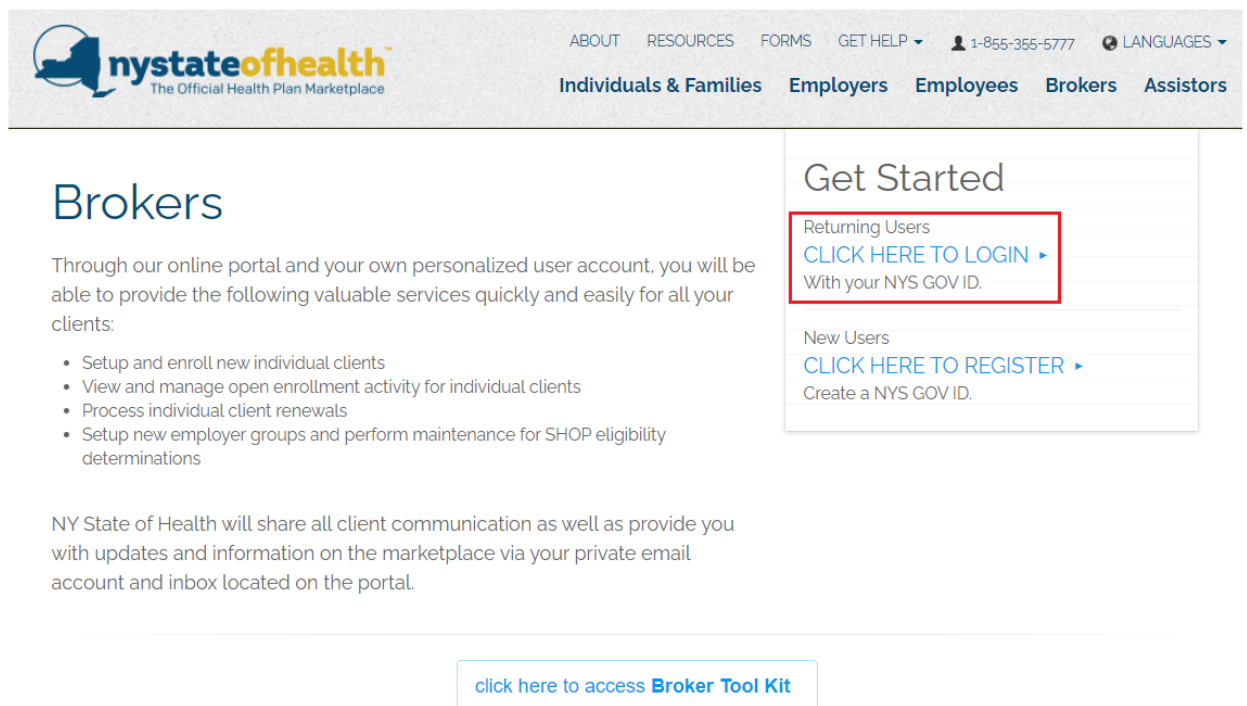


## Reactivating Brokers Who Have Been Terminated from NYSOH

If a broker has been terminated from the NYSOH system because their Certification has lapsed, they now have the ability to complete the reactivation process within their existing NYSOH Broker Portal. The NYSOH will recheck the Broker's License in real time with the Department of Financial Services (DFS). Once the License check is complete, the Broker is then able to move on to complete the NYSOH Broker Certification Courses.

1. To begin, go to the NYSOH website at: <https://nystateofhealth.ny.gov> with your existing credentials (i.e. username and password previously used to log into Broker portal).



The screenshot shows the NY State of Health Broker Portal homepage. At the top, there is a navigation bar with the NY State of Health logo and the text "The Official Health Plan Marketplace". To the right of the logo are links for "ABOUT", "RESOURCES", "FORMS", "GET HELP", a phone number "1-855-355-5777", and "LANGUAGES". Below the navigation bar are tabs for "Individuals & Families", "Employers", "Employees", "Brokers", and "Assistors". The main content area is titled "Brokers" and contains a paragraph explaining the portal's services, a list of services, and a "Get Started" section with links for "Returning Users" and "New Users". A red box highlights the "CLICK HERE TO LOGIN" link. Below the main content area is a button labeled "click here to access Broker Tool Kit".

**Brokers**

Through our online portal and your own personalized user account, you will be able to provide the following valuable services quickly and easily for all your clients:

- Setup and enroll new individual clients
- View and manage open enrollment activity for individual clients
- Process individual client renewals
- Setup new employer groups and perform maintenance for SHOP eligibility determinations

NY State of Health will share all client communication as well as provide you with updates and information on the marketplace via your private email account and inbox located on the portal.

**Get Started**

Returning Users  
[CLICK HERE TO LOGIN](#) ▶  
With your NYS GOV ID.

New Users  
[CLICK HERE TO REGISTER](#) ▶  
Create a NYS GOV ID.

[click here to access \*\*Broker Tool Kit\*\*](#)

### **Interested in becoming a broker certified to sell on the NY State of Health Marketplace?**

Brokers must be trained and certified to work on the NY State of Health Marketplace. Brokers can choose to be trained and certified for Small Business only or both Individual and Small Business. You can select the training option that works best for you through our online classroom. To learn how you can become a NY State of health certified broker follow the steps below, or if you have any questions contact the Marketplace at 1-855-355-5777.

- After clicking the [CLICK HERE TO LOGIN](#) link, the password or username can be retrieved by clicking the **forgot Password or Username** link under the sign in. Follow the steps to uncover your password and/or username.
- Once signed in, generate the token, retrieve from associated email, and proceed to the Overview screen.

- Once logged in to the Broker Portal, click the **Reactivate Account** button to begin the license validation process.

### AC0000062608 - Alex Brokerton

License #: 23456780 Certification #: XX00303 [View](#) Expiration: 2020-09-01 Status: Terminated

**Overview** | [My Profile](#) | [My Clients](#) | [My Inbox](#) | [Documents](#) | [Address History](#) | [Useful Links](#)

Welcome to NY State of Health Broker Overview Tab. This screen provides an overview of client accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

Your Certification through NY State of Health has been terminated as of 09/02/2020. If you wish to work in the NY State of Health Marketplace in the future, you must first reactivate your account, then you will be required to take the certification classes through NY State of Health.

[Reactivate Account](#)

**Messages & Notices** 2 2 of 2 messages | [view all](#) | [collapse](#)

You have 2 unread notices in your Messages & Notices Inbox

Notice Id	Subject <small>click on the notices below to view or download</small>	Type	Date
Notice1025	Welcome	Notice	08/05/2020
Notice1061	Broker Initial Certification Completion	Notice	08/05/2020

- After the Reactivate button is clicked it will turn gray, the red message on the screen will change to blue if the license has been verified. Now, the NYSOH will send the information to the Certification Administrator and an email will be sent inviting you to take Certification Training Courses for the NYSOH Small Business Marketplace (SHOP) and the Individual Marketplace. **This email could take 2-3 days.**

**AC0000062608 - Alex Brokerton**

License #: 23456780   Certification #: XX00303 View   Expiration: 2020-09-01   Status: Terminated Pending Certification

Overview   
 My Profile   
 My Clients   
 My Inbox   
 Documents   
 Address History   
 Useful Links

Welcome to NY State of Health Broker Overview Tab. This screen provides an overview of client accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

Your NY State License Number has been verified and your account information has been submitted. You are now eligible to take the required NY State of Health certification classes. You will receive an email shortly with further instructions about obtaining your NY State of Health certification.

If you do not receive this email or you have any questions, please call customer service at 1-855-355-5777 or email us directly at: [NYSOHbrokersupport@health.ny.gov](mailto:NYSOHbrokersupport@health.ny.gov).

You will not be able to conduct business on NY State of Health until you have completed the required courses and received notice that you have been certified.

Reactivate Account

▾ Messages & Notices 2 2 of 2 messages | [view all](#) | [collapse](#)

**You have 2 unread notices in your Messages & Notices Inbox**

Notice Id	Subject <small>click on the notices below to view or download</small>	Type	Date
Notice1025	Welcome	Notice	08/05/2020
Notice1061	Broker Initial Certification Completion	Notice	08/05/2020

- If the email for training courses is not received, be sure to check your junk folder. If still not received, inquire at: [NYSOHbrokersupport@health.ny.gov](mailto:NYSOHbrokersupport@health.ny.gov).

- If DFS cannot verify the License Number, the following message will appear on the Overview screen of the Broker's portal. Contact the Broker Support Mailbox for more information at: [NYSOHbrokersupport@health.ny.gov](mailto:NYSOHbrokersupport@health.ny.gov)

**Overview** | [My Profile](#) | [My Clients](#) | [My Inbox](#) | [Documents](#) | [Address History](#) | [Useful Links](#)

Welcome to NY State of Health Broker Overview Tab. This screen provides an overview of client accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

We were unable to validate the license number you have provided. If you continue to have an issue or if you have any questions please call customer service at 1-855-355-5777 or email us directly at: [NYSOHbrokersupport@health.ny.gov](mailto:NYSOHbrokersupport@health.ny.gov).

[Reactivate Account](#)

▾ Messages & Notices 2
3 of 3 messages | [view all](#) | [collapse](#)

4. When the Certification Administrator processes the information and an email is sent with instructions to complete the certification courses, you can access the training courses through the email, or log back into the Broker portal and find a new link to take the Certification Courses.

**AC0000062608 - Alex Brokerton**

License #: 23456780 | Certification #: XX00303 View | Expiration: 2020-09-01 | Status: Terminated Pending Certification

**Overview** | [My Profile](#) | [My Clients](#) | [My Inbox](#) | [Documents](#) | [Address History](#) | [Useful Links](#)

Welcome to NY State of Health Broker Overview Tab. This screen provides an overview of client accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

Your NY State License Number has been verified and your account information has been submitted. You are now eligible to take the required NY State of Health certification classes. You will receive an email shortly with further instructions about obtaining your NY State of Health certification.

If you do not receive this email or you have any questions, please call customer service at 1-855-355-5777 or email us directly at: [NYSOHbrokersupport@health.ny.gov](mailto:NYSOHbrokersupport@health.ny.gov).

You will not be able to conduct business on NY State of Health until you have completed the required courses and received notice that you have been certified.

[Click here](#) to access your Certification Courses. This will redirect you to MAXIMUS where you will be able to take the required courses

[Reactivate Account](#)

▾ Messages & Notices 2
2 of 2 messages | [view all](#) | [collapse](#)

**You have 2 unread notices in your Messages & Notices Inbox**

Notice Id	Subject <small>click on the notices below to view or download</small>	Type	Date
Notice1025	Welcome	Notice	08/05/2020
Notice1061	Broker Initial Certification Completion	Notice	08/05/2020



- For instructions to complete the Certification Courses:  
Continue to the User Guide:  
NYSOH Broker Certification – Step 3: Training Courses

5. If the SHOP Certification Courses are completed and the Individual Marketplace Courses were not, a link to the Individual Certification Course will be present on the Overview screen so that they may be accessed at any time. Simply click the link to take the Individual Certification Courses.

**AC0000062608 - Alex Brokerton**

License #: 23456780   Certification #: SX00303 View   Expiration: 2022-09-02   Status: Approved

Overview
My Profile
My Clients
My Inbox
Documents
Address History
Useful Links

Welcome to NY State of Health Broker Overview Tab. This screen provides an overview of client accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

Would you like to take the certification course for Individuals and Families? [Click here](#) to access your Certification Courses. This will redirect you to MAXIMUS where you will be able to take the required courses.

**Messages & Notices** 2
2 of 2 messages | [view all](#) | [collapse](#)

**You have 2 unread notices in your Messages & Notices Inbox**

Notice Id	Subject	Type	Date
Loading...			

**Small Business Marketplace Overview** [collapse](#)

**Employer** | Employee

**Renewal** | Pending Termination | Update Offer

Show  entries per page

Employer Account ID	Employer Name	Renewal Type	Renewal Date	Number of Employees enrolled	Number of Employees not offered
Loading...					

Showing 0 to 0 of 0 entries