

State of Nevada
Nevada Health Authority
Division of Consumer Health Services
Silver State Health Insurance Exchange



Nevada Health Link

Certified Enrollment Counselor (CEC) User Reference Manual

September 2026

Version 2.0

Table of Contents

1. Overview.....	3
2. Home Page.....	3
2.1 Pending Delegation Requests	4
2.2 My Delegation History	6
2.3 My Profile	8
2.4 Search Existing Consumer.....	13
2.5 Access Code	20
3. Individuals.....	21
3.1 Pending Requests (New Designation Requests)	21
3.2 Active Individuals (Existing Designations).....	21
3.3 Inactive Individuals (Undesignated Consumers)	33
4. My Information.....	34
4.1 Counselor Information	34
4.2 Profile	36
4.3 Certification Status	37
Document Revision History	38

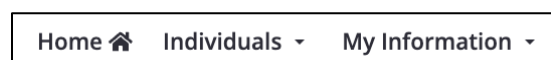
1. Overview

This manual is intended to provide a detailed description of the functions available through the Certified Enrollment Counselor (CEC) Portal of the Nevada Health Link platform. Throughout this document, individual Exchange Enrollment Facilitators (EEFs), Navigators or Certified Application Counselors (CACs) are referred to as “CECs.” Before a CEC will be granted access to Nevada Health Link he or she must have completed EEF certification requirements with the Nevada Division of Insurance and completed the Silver State Health Insurance Exchange’s (SSHIX’s) annual Training and Certification curriculum.

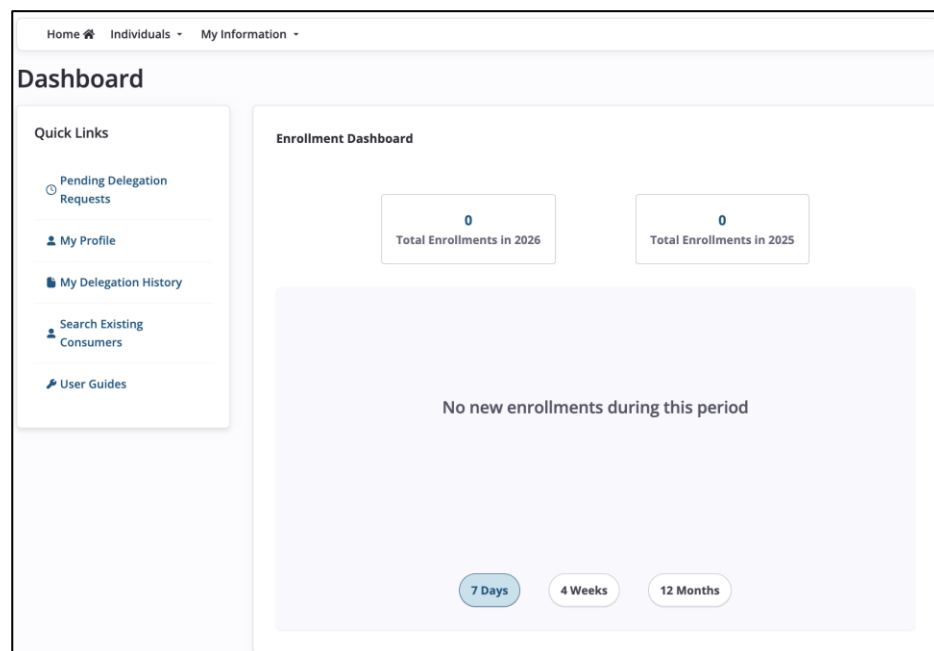
The CEC Portal is a complete solution for CECs to submit applications and enrollments and perform account maintenance transactions on behalf of existing consumers, create new user accounts on behalf of new consumers, and manage their book of business.

PLEASE NOTE: This manual is for CECs who have already completed Nevada Health Link’s Training and Certification Curriculum and completed the user account registration process for the Nevada Health Link Platform. For information on training/certification and gaining access to Nevada Health Link please contact navigatorsupport@nvha.nv.gov.

2. Home Page



The Enrollment Dashboard is a landing page for the Certified Enrollment Counselor (CEC) portal. This page shows a count of the CEC’s enrollments for the timeframe selected. You can select 7 days, 4 weeks, or 12 months.



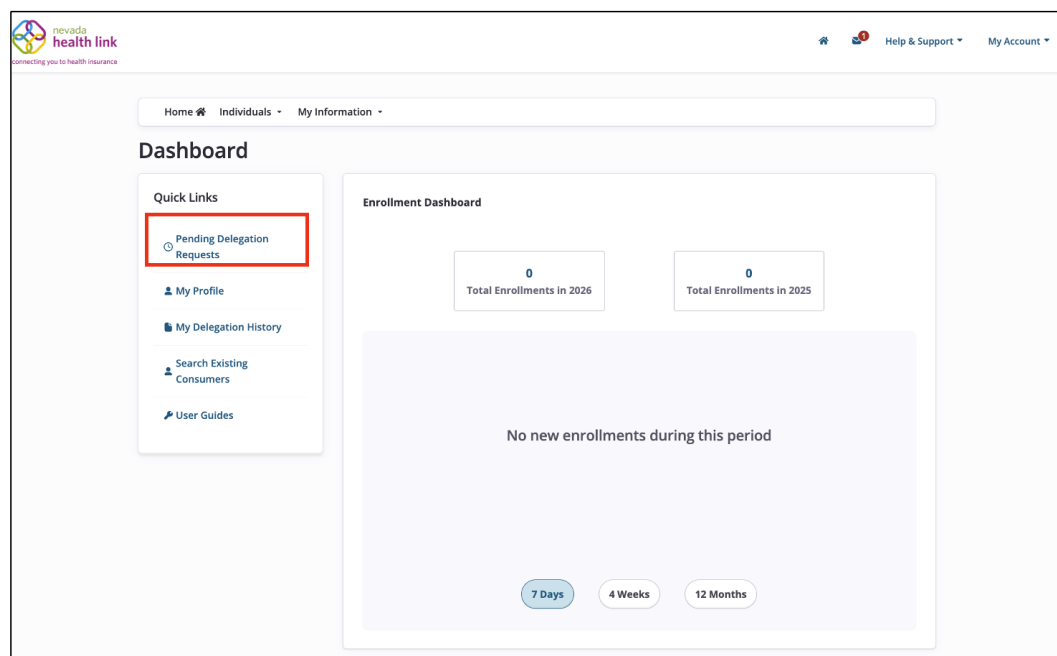
2.1 Pending Delegation Requests

The Pending Requests page displays a list of pending individuals that have requested CEC designation. The CEC has the option to accept or decline an individual's designation request. If a request is accepted, then the individual will move to the Active Individuals section. If the request is declined, the consumer will automatically move to the Inactive Individual section.

The CEC can view and search for the list of pending individuals filtered by their First name, Last name, and Request sent date.

View and search for pending designation requests

- Step 1: Go to 'Home Page' and click on 'Pending Delegation Requests' tab under 'Quick Links' section. If you have at least one Pending Delegation, a full list of your Pending Delegations will populate.
- If you need to narrow your search, proceed to step #2.
- If you locate your Pending Delegation request from this screen, proceed to section **Accept or decline individual designation request** in this document.



Pending Delegation Requests

6 Pending Requests

Refine Results By [\(reset all\)](#)

First Name

Last Name

Request Sent

From:

To:

[Go](#)

Name	Family Size	REQUEST SENT ↓
June Burno	2	12/08/2025
June Cooper	2	10/27/2025
Paige martinez-valenzuela	3	10/27/2025
Dennis Graham	2	10/20/2021
PAIGE BERMUDEZZ	3	09/25/2024
Mark Serna	2	09/25/2024

Showing 1-6 of 6 items
< 1 >
Rows 10

- Step 2: Enter individual's first name in the 'First Name' field or last name in the 'Last Name' field or enter the desired date range during which an individual sent the designation request in the 'Request Sent' section under the "Refine Results By" section and click on the 'Go' button.


Help & Support
My Account

Home
Individuals
My Information

Pending Delegation Requests

1 Pending Request

Refine Results By [\(reset all\)](#)

First Name

Last Name

Request Sent

From:

To:

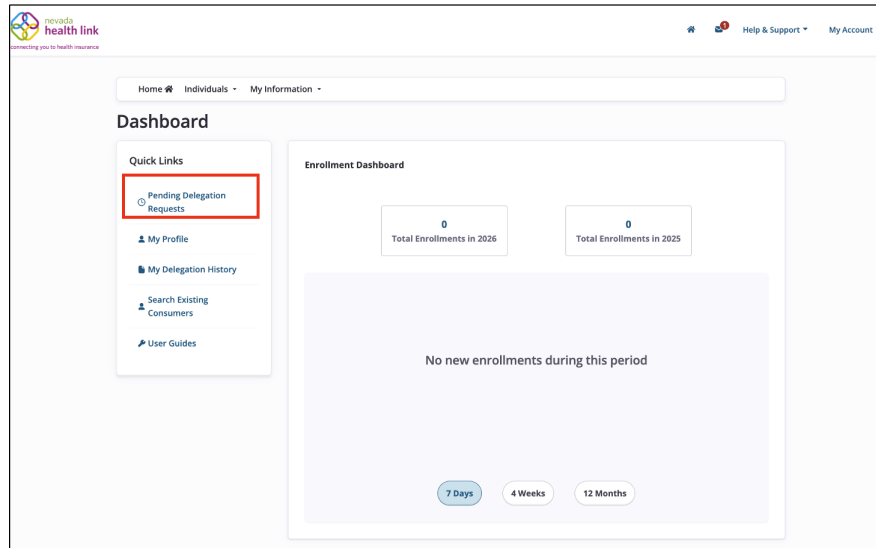
[Go](#)

Name	Family Size	REQUEST SENT ↓
sarah johnson	1	08/20/2026

Showing 1-1 of 1 items
< 1 >
Rows 10

Accept or decline individual designation request

- Step 1: Go to 'Home Page' and click on 'Pending Delegation Requests' tab under the "Quick Links" section.



- Step 2: Click  on 'Accept' to accept an individual's delegation request or click on 'Decline' to decline the request.

Name	Family Size	REQUEST SENT ↓	
sarah johnson	1	08/20/2026	

Showing 1-1 of 1 items

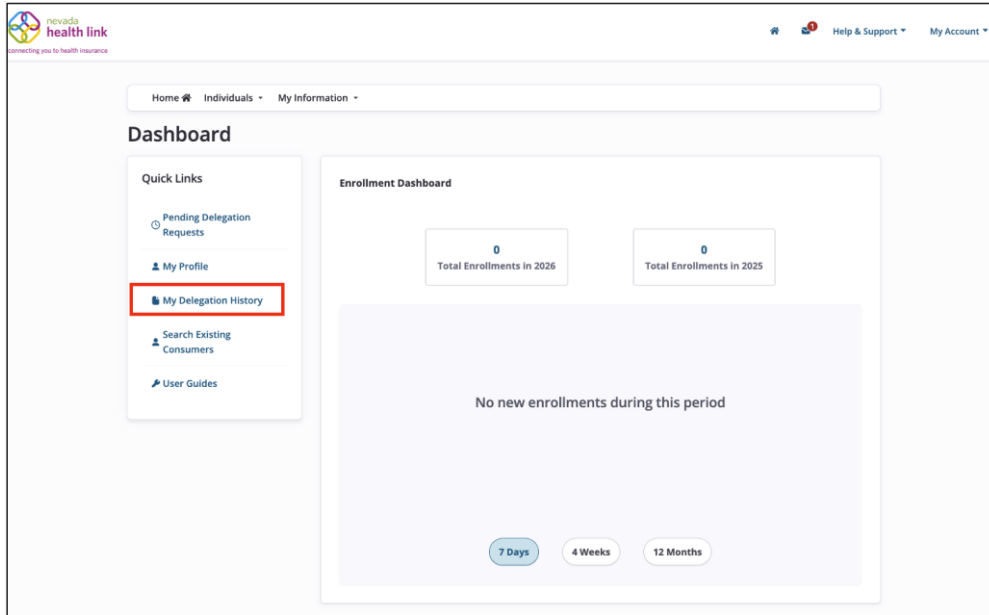
< 1 >

Rows

Accept
Decline

2.2 My Delegation History

The My Delegation History section displays the history of CECs delegation of consumers. Within this section, CECs can review who has been delegated over time along with the start and end date of delegations and the reason a delegation ended.



See Your Delegation History

- Step 1: Go to 'Home Page' and click on the 'My Delegation History' tab under 'Quick Links' section.
- Step 2: Input the 'Case ID' into the filters section, and click 'Apply'

- Step 3: a List of your 'Delegation History' will populate below.

Household Primary	Case ID	Delegation Start Date	Delegation End Date	Reason for End
Displays the Household Name and Case ID		08/28/2026	Present	-
		08/26/2026	Present	-
		08/25/2026	Present	-
		08/21/2026	Present	-
		08/21/2026	Present	-
		08/21/2026	Present	-
		08/18/2026	Present	-
		08/03/2026	Present	-
		07/30/2026	Present	-
		07/29/2026	Present	-

Tips for the Delegation History List

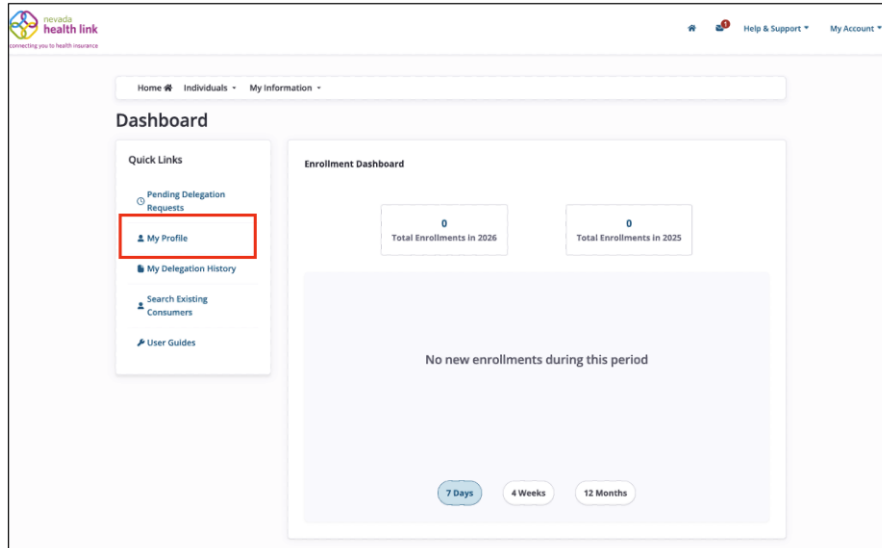
- The list shows up to 2000 delegations, with the most current delegation at the top.
- Only one row shows for delegations that span years, even if the household had multiple enrollments within those years.
- If the Delegation End Date column shows a date, the delegation has ended. The method that was used to end it, shows the Reason for the End column.

2.3 My Profile

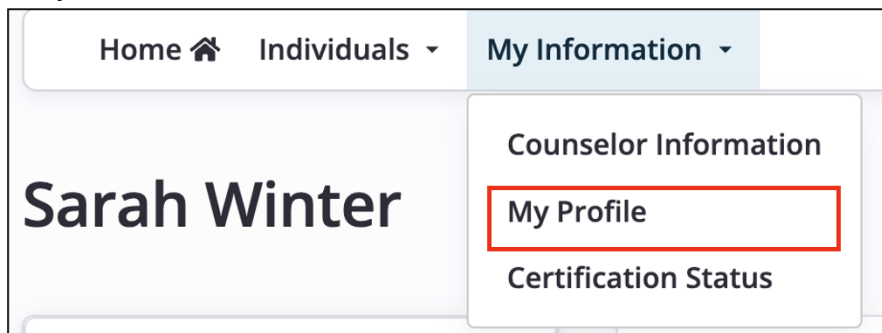
The Profile section displays the CECs public profile information. This information will be displayed to consumers who use Nevada Health Link’s “Find Local Assistance” directory tool. The CEC can update their profile information and mailing address within this section.

Add or update Certified Enrollment Counselor profile photo

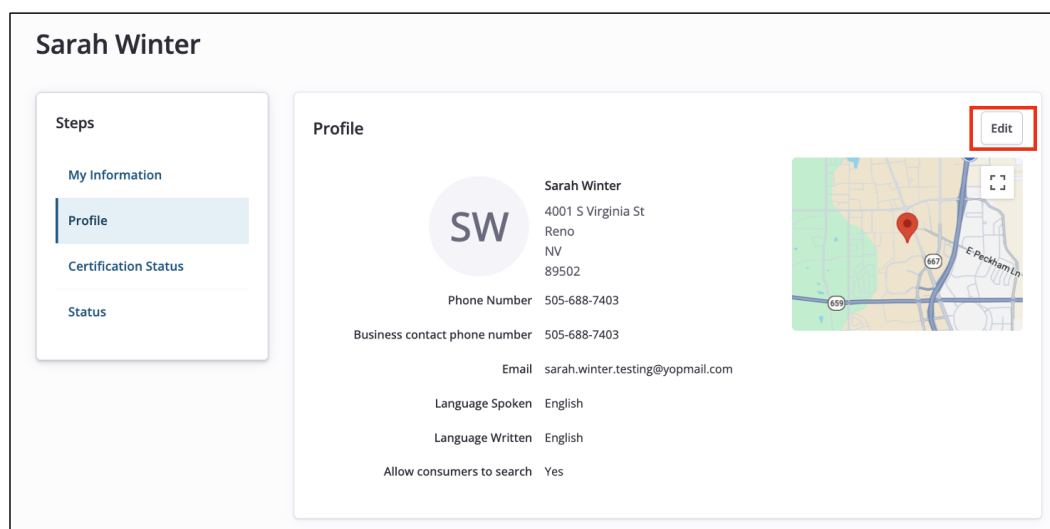
- Step 1: Go to ‘Home Page’ and click on ‘My Profile’ tab under “Quick Links” section.



Note: You can also access your profile, by clicking 'My Information' at the top and click 'My Profile.'



- Step 2: Click on the 'Edit' button.



- Step 3: Click on 'Choose File'.

Sarah Winter

Steps

My Information
Profile
Certification Status
Status

Profile

Upload Photo

Choose File
No file chosen

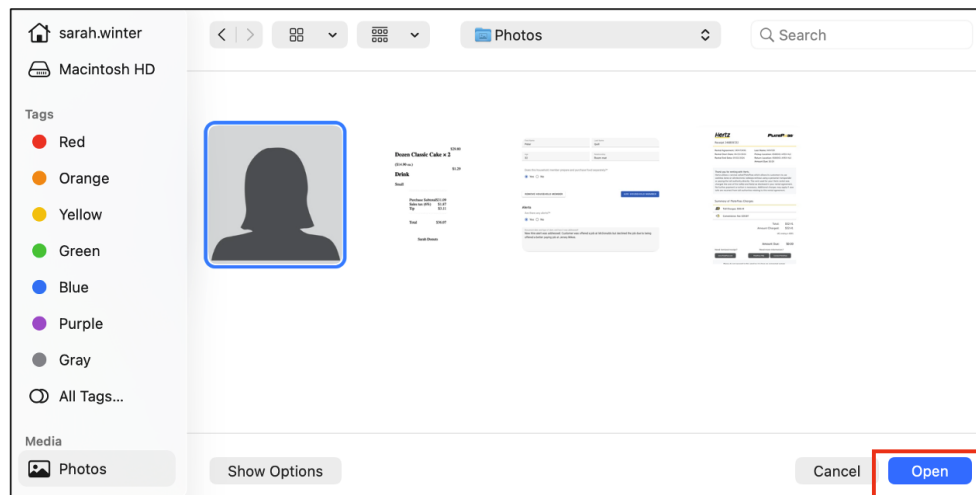
Acceptable file types: GIF, JPEG, JPG, PNG, BMP. Maximum file size: 5MB.

First name *
Sarah

Last name *
Winter

Allow consumers to search
☒ Yes
☐ No

- Step 4: A file browser opens. Navigate to the file on your computer of the photo that you wish to use and double click on the photo or select it and click on the 'Open' button.

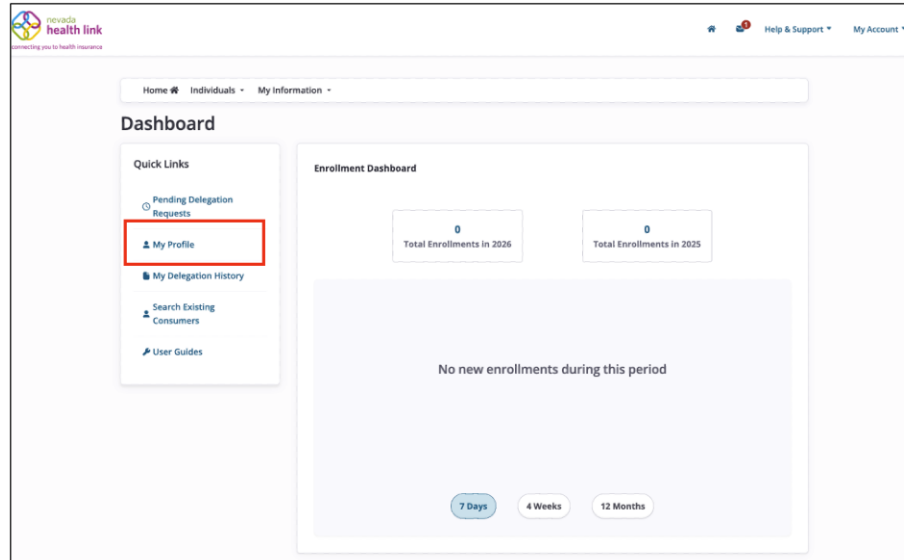


- Step 5: Click on the 'Save' button.

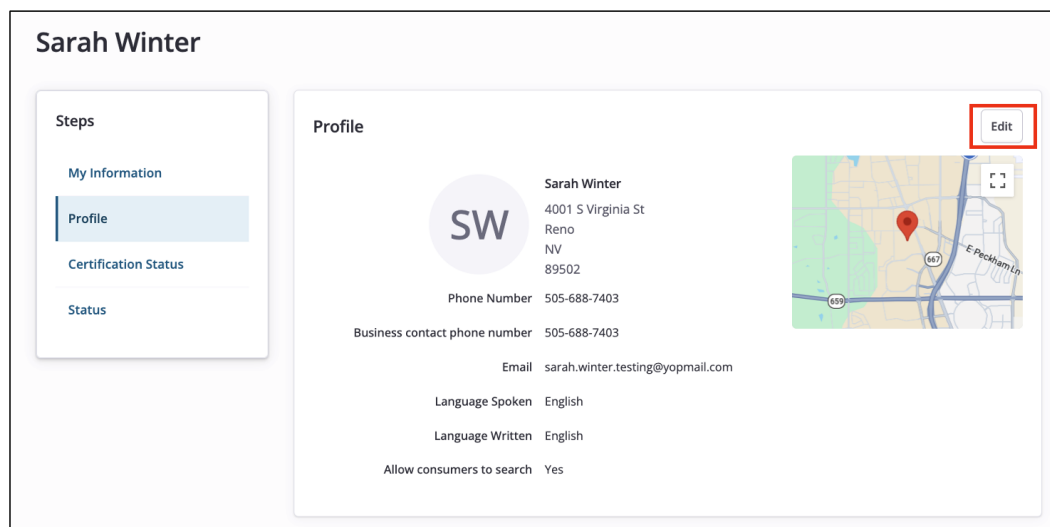


Add or update Certified Enrollment Counselor profile information

- Step 1: Go to 'Home Page' and click on 'My Profile' tab under "Quick Links" section.



- Step 2: Click on the 'Edit' button.



- Step 3: Enter CEC's mailing address and profile information (e.g., "Spoken Languages Supported" or "Written Languages Supported") in the "Mailing Address" section and click on the 'Save' button.

Profile

Upload Photo

Choose File

Image 8-20-26 at 11.24AM.p...

Acceptable file types: GIF, JPEG, JPG, PNG, BMP.
Maximum file size: 5MB.

First name *

Sarah

Last name *

Winter

Mailing Address

Allow consumers to search ⓘ ☒ Yes ☐ No

Address 1 *

4001 S Virginia St

Address 2

Address 2

City *

Reno

State *

Nevada ▼

Zip code *

89502

Primary Phone Number *

505-688-7403

Business Contact Phone Number ⓘ *

505-688-7403

Email *

sarah.winter.testing@yopmail.com

Languages Supported

Spoken Languages *

English × ▼

Written Languages *

English × ▼

Cancel

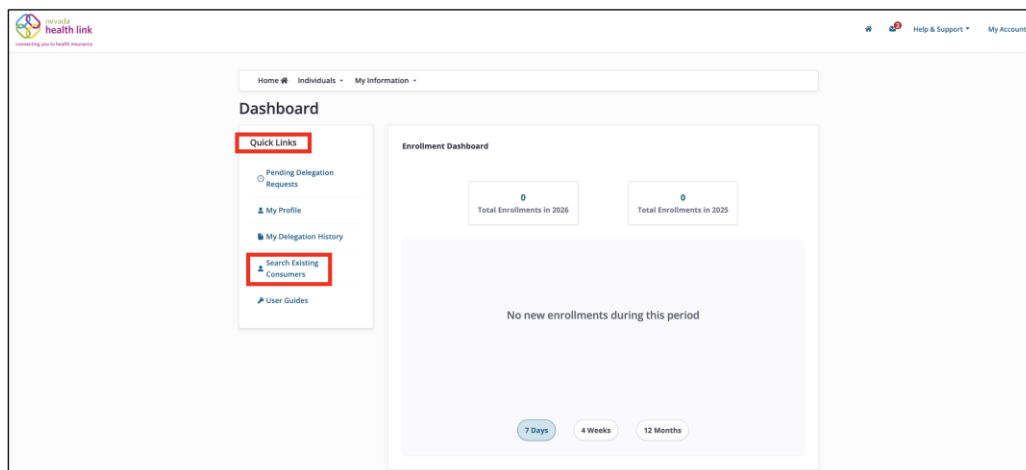
Save

2.4 Search Existing Consumer

The CEC can search for existing consumers on the Home Page in the Quick Links Section. To search, you must click the box that you attest and have permission to perform the search. You then must input the consumers First Name, Last Name, Date of Birth (DOB), Document Type, Document Number, and Method. If there is no match, you will be prompted to search by Social Security Number (SSN) and DOB.

If the system cannot find a match for the consumer information that you entered, you will be prompted to Start a New Application to act on behalf of an individual.

- Step 1: Go to 'Home Page' and click on 'Search Existing Consumers' tab under the "Quick Links" section.



- Step 2: Enter the following information (First Name, Last Name, Date of Birth, Document Type, Document Number, and Method).
NOTE: All of the fields are mandatory fields in this section. Click 'Continue'

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Home Individuals My Information

Quick Links

- Pending Delegation Requests
- My Profile
- My Delegation History

Search For Existing Consumer

☒ I attest I have the permission to perform this search, and that the information provided to me to verify the consumer's identity is correct to the best of my knowledge.*

Please fill in all of the fields below to verify the consumer's identity.

First Name *	Last Name *	Date of Birth *
Sarah	Tester	01/01/1993
Document Type *	Document Number *	Method *
Driver's License issued by state ...	1234695	In Person

Continue

- Step 3: Enter the SSN. The DOB will prepopulate from the previous screen. Click 'Search.'
- You can also click 'Search by name' to enter additional information other than the SSN.

Search Existing Consumer

Search by SSN Search by name

Social Security Number *	Date of Birth *
***-**-6789	01/01/1993

Search

PLEASE NOTE: The consumer will receive an email to activate their new account only if a consumer email address is provided. If the CEC selects the option "SSN is not required" then they must select an option from the drop-down list (e.g., "Religious Exception" or "Just Applied").

- Step 4:
 - If One Match Found, Delegated:
 - Contact the call center with the consumer.
 - Ask the consumer to de-designate the existing broker, and assign the

delegation to yourself.

- If Multiple Matches are Found:
 - Contact the individual to verify the information provided and then try the search again.
- If no individual is found, a popup menu will display indicating **No Match Found**. From here, you can act as a proxy on behalf of the consumer. Click the 'start new application' button.

The screenshot shows a web application interface. At the top, there is a navigation bar with 'Home', 'Individuals', and 'My Information'. Below this is a 'Quick Links' sidebar with 'Pending Delegation Requests', 'My Profile', and 'My Delegation History'. The main content area is titled 'Search Existing Consumer'. It contains two tabs: 'Search by SSN' and 'Search by name'. Below the tabs are two input fields: 'Social Security Number*' with a placeholder '***-**-1111' and 'Date of Birth*' with a placeholder '01/02/1993'. A 'Search' button is to the right of these fields. Below the search fields is a message box titled 'No match found' with the text: 'Based on the details you provided, we were unable to make a match to our database. If you would like to start a new application, please select the Start A New Application button to begin the process. If you would like to try again, please select the Cancel button to re-enter details.' At the bottom of this message box are two buttons: 'Cancel' and 'Start new application'. The 'Start new application' button is highlighted with a red rectangle.

Create Individual Record

- Step 1: You will input the consumers First Name, Last Name, DOB, Zip Code, Phone Number, and Email address on the first page. Click “Start”

Home Individuals My Information

Create Individual Record

About Individual

Enter information for the individual to create a record prior to acting on the individual's behalf.

Individual Information

First Name * Sarah

Last Name * Winter

Date Of Birth * 01/02/1993

Zip Code * 27616

Phone Number * (505) 688-7403

Email Address smwinter1213@gmail.com

Note: If email is provided the new individual will be sent an email to activate a new account.

Clear Start

- Step 2: A pop-box will appear. Click on 'Individual View' to act on behalf of a consumer account or click on 'Cancel' to cancel the process.

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Home Individuals

Create Individual Record

About Individual

Enter information for the individual to create a record prior to acting on the individual's behalf.

Individual Information

First Name * Mary

Last Name * Tester

Date Of Birth * 01/02/1993

Zip Code * 89108

Phone Number * (702) 555-5555

Email Address mary@gmail.com

View Individual Account

Clicking "Individual View" will take you to the Individual's Portal for Mary Tester. Through this portal you will be able to enroll on behalf of the individual.

Proceed to Individual View?

☐ Don't Show this message again

Cancel Individual View

Viewing Individual Account Dashboard

You are now acting on behalf of the consumer as a proxy on behalf of the consumer. From here you can start a new application on behalf of the customer, view the consumers Enrollment Counselor, as well as view the following displayed in the table below. If you need to return to the dashboard from any of the links,

click 'Return to Dashboard' in the top left-hand corner.

My Stuff	
My Dashboard	Will return you to the consumers' Dashboard. The Dashboard will display: • Application Overview: Applications that are in progress, submitted or canceled. • Your Household Eligibility: Household member and eligibility will display here once an application has been submitted. • Your Health Plans: Health plan information will display here, once the consumer has completed plan shopping. • Your Dental Plan: Dental plan information will be displayed here, once the consumer has completed plan shopping.
My Applications	Will show you applications that are in Progress or Submitted.
My Eligibility Results	Once an application is submitted, the consumer will be able to see their eligibility results here.
My Enrollments	The consumer can see any Current Enrollments and can filter by selecting the Enrollment Year. Any past Enrollments will be displayed in the box below.
My Inbox	Will display any notifications that were sent to the consumer. It will display the date the notification was sent, subject, and an attachment to view the notification.
My Preferences	Allows the consumer to update the following: • How would you like Nevada Health Link to Contact You: Update phone number and email address and verify both entries. • Mailing Address preferences: Gives the consumer the ability to change their mailing address as well as if they would like to receive their notices and 1095-A Tax Form Paperless utilizing the toggle next to each item. • Language: Allows the consumer to select their spoken and written language.
Quick Links	
Find Local Assistance	Opens a pop-up window to help the consumer location a Nevada Certified Agent or Broker or find a

	Nevada Certified Enrollment counselor.
User Guides	Opens a new browser tab and takes you to: https://nevadahealthlink.com/user-guides/

Completing an Application on Behalf of the Consumer

Click Begin Application to start a new application on behalf of the consumer. If an application has already been started, you can also resume the application from here.

The screenshot displays the Nevada Health Link user interface. At the top, there's a header with the logo, language options (Español), and links for Help & Support and My Account. Below the header, a banner indicates the user is viewing an individual account for Sarah Tester. The main content area is divided into a sidebar on the left and a main panel on the right. The sidebar, titled 'My Stuff', contains links to My Dashboard, My Applications, My Eligibility Results, My Enrollments, My Inbox, and My Preferences. The main panel, titled 'Welcome, Sarah Tester', shows a '2026' section with a 'NEXT STEPS' box containing a 'RESUME APPLICATION' button. Below this is an 'Overview' section showing the application status as 'In progress' with 'Resume Application' and 'Cancel Application' links. Further down are sections for 'Your Household Eligibility', 'Your Health Plans', and 'Your Dental Plans', all indicating that information will be shown after the application is completed.

- Step 1: Complete the Application as a Proxy on behalf of the consumer. You will collect:
 - Primary Contact Information
 - Help Applying for Coverage: Indicate who helped the consumer complete the application (if applicable).
 - Help Paying for Coverage: Indicate if the consumer wants to find out if they can get help paying for health coverage. They will need to provide income verification or if they want to pay full cost for Exchange health coverage.
 - About your Household: Add any additional household members, or change the Primary Applicant's information.
 - Household Relationship: How household members are related (if applicable).
 - Household Address: Verify if everyone lives in the same household
 - Residency Information: If the consumer lives in the State of Nevada, planning to make Nevada home, Entered Nevada with a job commitment or to seek employment, visiting Nevada to get medical care or for personal reasons, or none of the above for all household members.
 - Family and Household Information: You will collect Citizenship and/or Immigration Status, Ethnicity, Race and Gender, and Marital Status.
 - Household Information: You will collect Tribal information (if applicable),

Medicaid/CHIP Denial Information, Pregnancy Information, and Disability Information.

- Income Information: You will collect income sources, frequency, and any applicable income deductions.
- Additional Information: If the consumer has other health coverage, If the consumer has received advance premium tax credits (APTC), if the consumer can be offered health coverage through a job, if the consumer has been offered an individual coverage Health Reimbursement Arrangement (HRA), if the consumer has been offered Nevada state employee health benefits plan through a job or family member's job, tribal health coverage and Retroactive coverage.

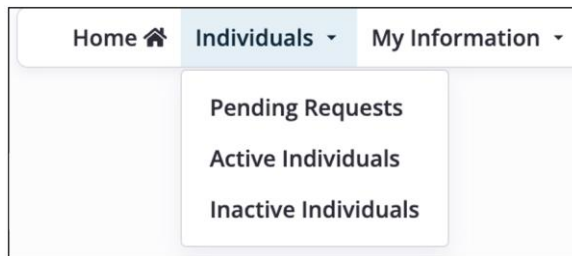
Household and Demographic Information	
Sarah Tester Edit	
Email	smwinter1213@icloud.com
Primary Phone Number	MOBILE (505) 688-7403
Date of Birth	01/02/1993
Home Address	4519 Blissful Valley Cir Las Vegas, Clark, NV 89149
Nevada residency reasons	I live in Nevada
Mailing Address	4519 Blissful Valley Cir Las Vegas, Clark, NV 89149
Preferred Spoken Language	English
Preferred Written Language	English
Preferred Method of Communication	Email
Preferred Method of Notification	Email
Is anyone helping you with this application?	I am being assisted by a certified professional (broker or assister)
Do you want to find out if you can get help paying for health coverage?	Yes

- Step 2: Sign the Application on behalf of the consumer.

2.5 Access Code

The Access Code section helps the CECs to create or claim a migrated consumer user account on the Nevada Health Link platform. Consumers whose accounts were migrated to Nevada Health Link will receive an Access Code to claim their migrated account. Once an individual receives the Access Code from one of these agencies the CECs may use this code to claim and act on behalf of their account.

3. Individuals



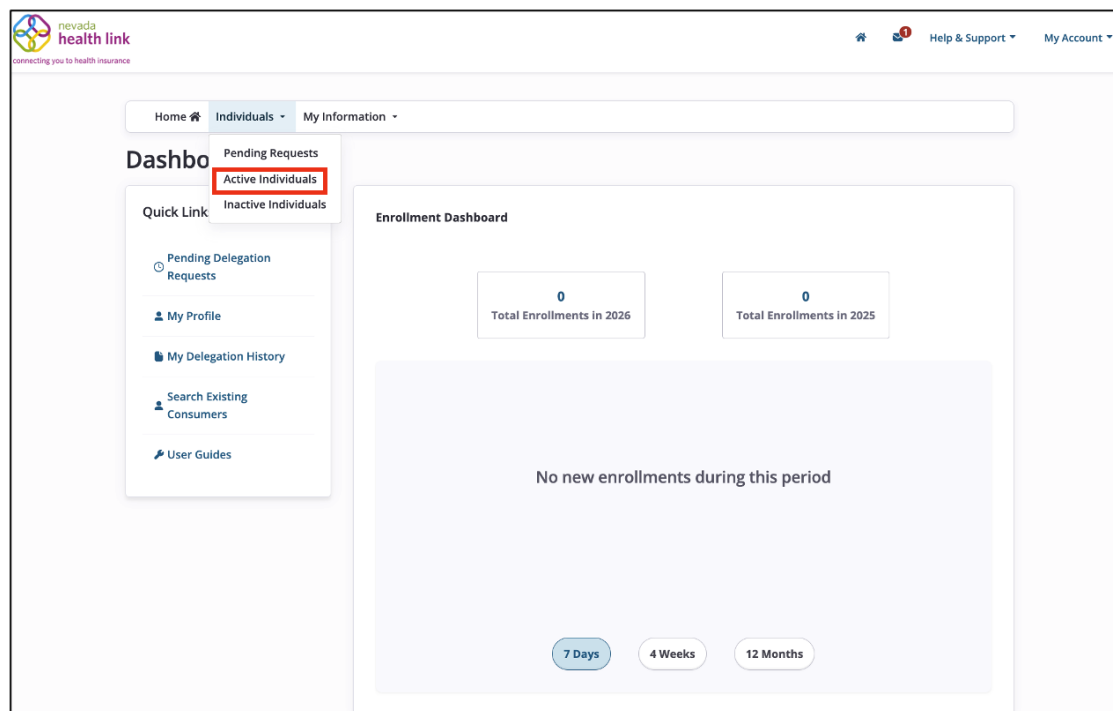
3.1 Pending Requests (New Designation Requests)

For detailed information on Pending Requests please refer to Section 2.1.

3.2 Active Individuals (Existing Designations)

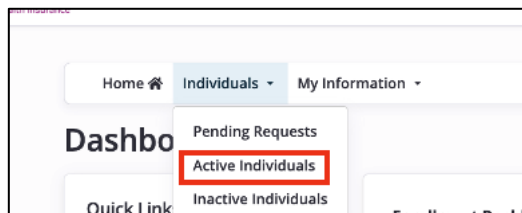
An Active Individuals page displays a complete list of individuals assigned to the CEC. The individuals' list displays their name, family size, household income, eligibility status, application status and an action button that assists a CEC in performing actions on an individual account.

The Active Individuals section helps a CEC to search for an active individuals' list, edit individual summary, provide Account Notes on an individual's profile, act on behalf of the consumer's application, resend the activation email to an individual, and mark an individual as inactive.

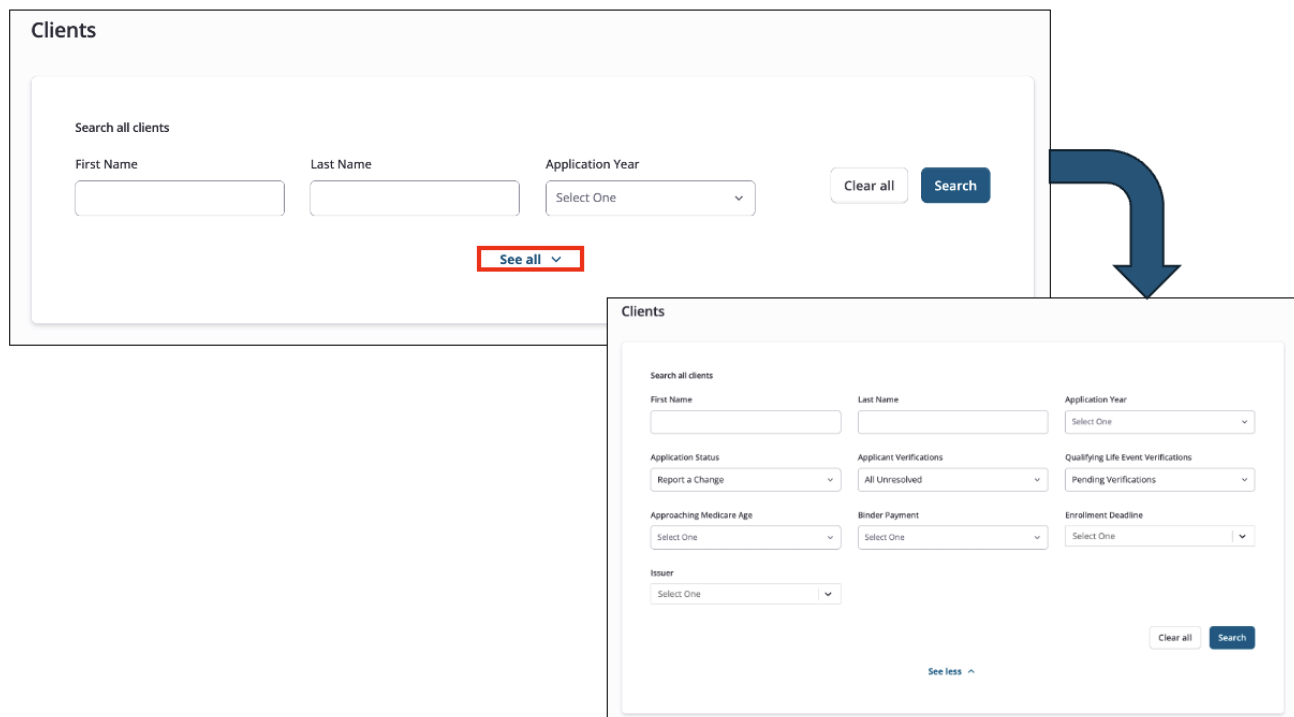


View and search for active individuals

- Step 1: Click on 'Individuals' tab and select 'Active Individuals'



- Step 2: Enter individual's first name in the 'First Name' field or last name in the 'Last Name' field or select the Application Year drop-down list and select the year in which the client submitted their application.
- If you need to narrow your search with additional fields, you can click 'See all' to add any of the following fields to your search:
 - **Application Status:** select one of the following items from the drop-down list that indicates the client's status. (Start a new application, complete and submit an application, Application Processing Pending, Resubmit the Application, Shop for Plans, Finish Enrolling Household, or Report a Change.)
 - **Applicant Verifications:** select one of the following items from the drop-down list that indicates the status of any verifications that needed to be submitted by the client. (All Verified, Due within 15 Days, Due within 30 days, Due within 60 days, Due within 90 days, Past Due, Pending Verifications, or All Unresolved.)
 - **Qualifying Life Event Verifications:** select one of the following items from the drop-down list if the client has had a Qualifying Life Event and how it was verified. (All Unresolved, All Verified, Due within 15 days, Due within 30 days, Due within 60 days, Due within 90 days, Pending Verification, or Past Due.)
 - **Approaching Medicare Age:** If the client is approaching Medicare Age, choose from the drop-down list one of the following options (In 12 months, In 10 months, In 6 months, In 3 months, or In 30 days.)
 - **Binder Payment:** Indicate from the drop-down list the status of the binder payment (Due, Paid, or Not Applicable)
 - **Enrollment Deadline:** Choose if the consumer has finished shopping for all members or started shopping for all members. You will need to make this selection if the deadline is within 7 days or 14 days.
 - **Issuer:** Lists Each issuer. E.g., Aetna, Molina, or Anthem. This list is divided by QHP or QDP only.



Perform actions on designated consumer account

The CECs can perform actions on consumer accounts which includes each individual summary, provides account notes on an individual's profile, act as a proxy to an individual account, resends the account activation email, and marks an individual as inactive.

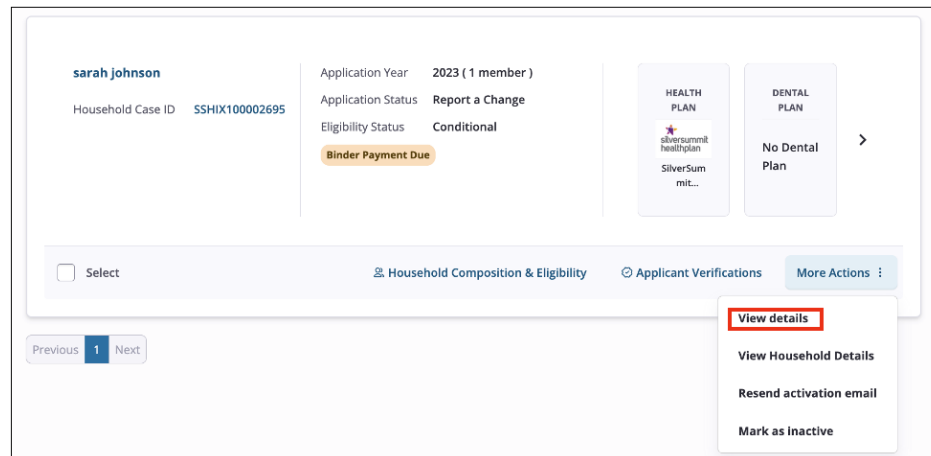
Update individual summary

PLEASE NOTE: CECs can edit individual each summary only for the individuals who have not yet completed their sign-up process.

- Step 1: Click on 'Individuals' tab and select 'Active Individuals'.

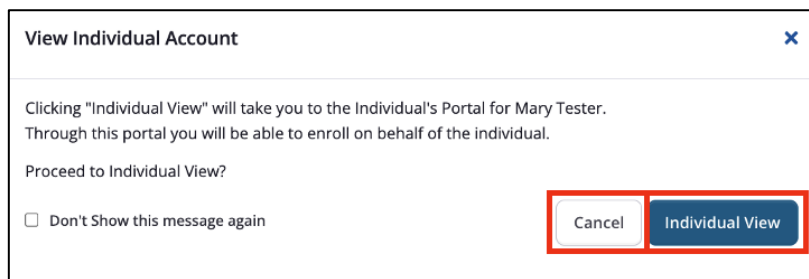


- Step 2: Click on the 'More Actions' Ellipsis  and click on 'View Details' or 'View Household Details'.



- Step 3: From this screen you can view the Client Details, Any Applicant Verifications, Household Details, Coverage Details, and any account notes. Click 'View Household Details.'

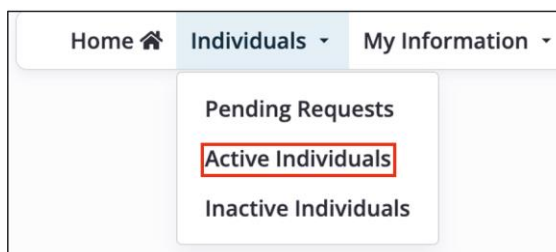
- Step 4: A pop-box will appear. Click on 'Individual View' to act on behalf of a consumer account or click on 'Cancel' to cancel the process.



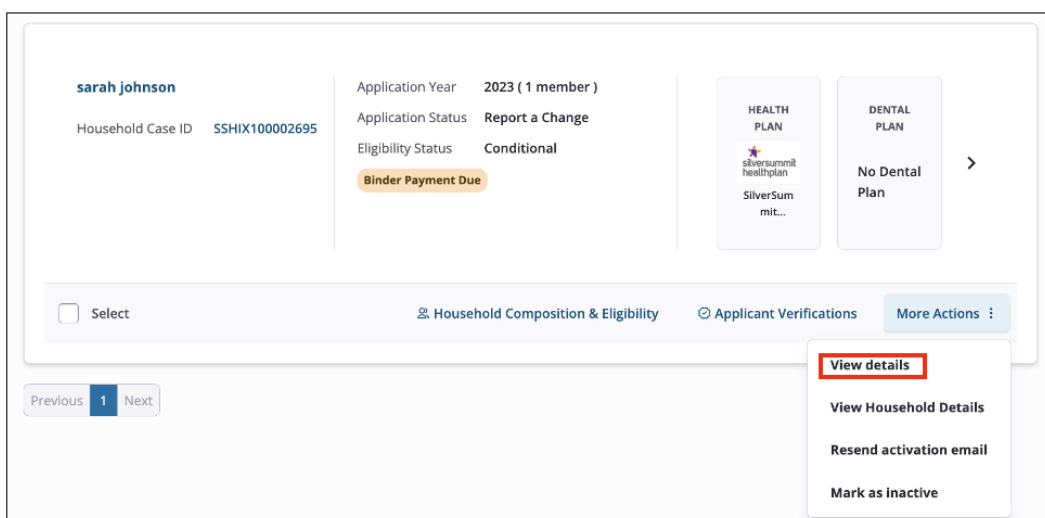
- Step 5: Act as a proxy on behalf of the consumer. For information on Viewing Individuals Dashboard see [2.3.2 Viewing Individuals Dashboard](#) section of this document.

Provide Account Notes on individual profile

- Step 1: Click on 'Individuals' tab and select 'Active Individuals'.



- Step 2: Click on the 'More Actions' Ellipsis and click on 'View Details'.



- Step 3: scroll down to the bottom of the section and click 'Add Account Note'.

The screenshot shows a section titled "Account Note" with a header bar that says "No Account Notes". Below this bar is a button labeled "Add Account Note", which is highlighted with a red rectangular box.

- Step 4: Provide notes in the text area and click on the 'Post Account Note' button.

The screenshot shows the "Account Note" section with a text area containing the note: "Submitted application as a proxy on behalf of consumer." Below the text area is a character count: "3944 Characters left". At the bottom right, there are two buttons: "Cancel" and "Post Account Note". The "Post Account Note" button is highlighted with a red rectangular box.

Update Account Notes on individual profile

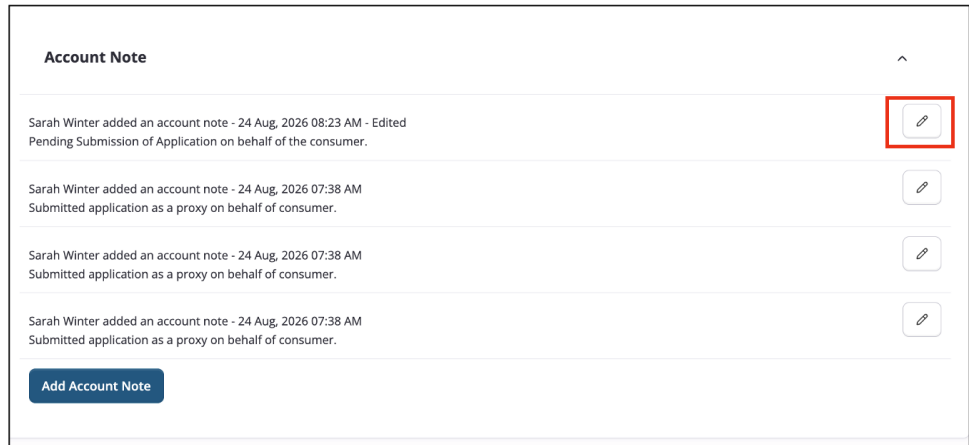
- Step 1: Click on 'Individuals' tab and select 'Active Individuals'.

The screenshot shows a navigation menu with three tabs: "Home", "Individuals", and "My Information". The "Individuals" tab is selected, and a dropdown menu is open showing three options: "Pending Requests", "Active Individuals", and "Inactive Individuals". The "Active Individuals" option is highlighted with a red rectangular box.

- Step 2: Click on the 'More Actions' Ellipsis and click on 'View Details'.

The screenshot shows the individual profile page for "sarah johnson". It includes fields for "Household Case ID" (SSHIX100002695), "Application Year" (2023 (1 member)), "Application Status" (Report a Change), and "Eligibility Status" (Conditional). There is a "Binder Payment Due" alert. Below these fields are tabs for "Household Composition & Eligibility", "Applicant Verifications", and "More Actions". The "More Actions" tab is selected, and a dropdown menu is open showing options: "View details", "View Household Details", "Resend activation email", and "Mark as inactive". The "View details" option is highlighted with a red rectangular box.

- Step 3: Go to “Account Notes” section and click on the  button next to a comment.



Account Note

Sarah Winter added an account note - 24 Aug, 2026 08:23 AM - Edited
Pending Submission of Application on behalf of the consumer. 

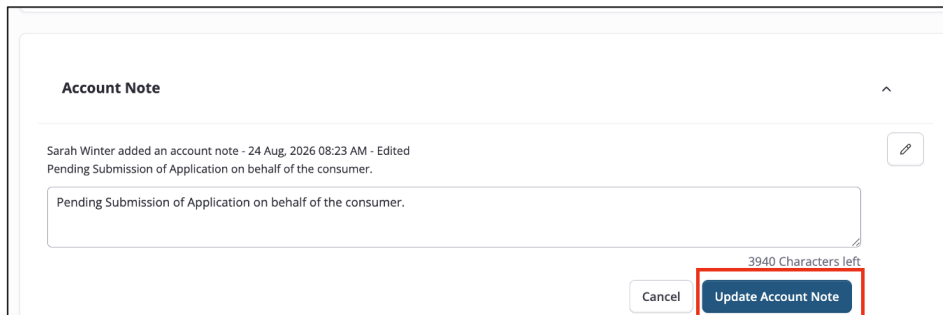
Sarah Winter added an account note - 24 Aug, 2026 07:38 AM
Submitted application as a proxy on behalf of consumer. 

Sarah Winter added an account note - 24 Aug, 2026 07:38 AM
Submitted application as a proxy on behalf of consumer. 

Sarah Winter added an account note - 24 Aug, 2026 07:38 AM
Submitted application as a proxy on behalf of consumer. 

[Add Account Note](#)

- Step 5: Enter the updated comment in the text area and click on the ‘Update Account Note’ button.



Account Note

Sarah Winter added an account note - 24 Aug, 2026 08:23 AM - Edited
Pending Submission of Application on behalf of the consumer. 

Pending Submission of Application on behalf of the consumer.

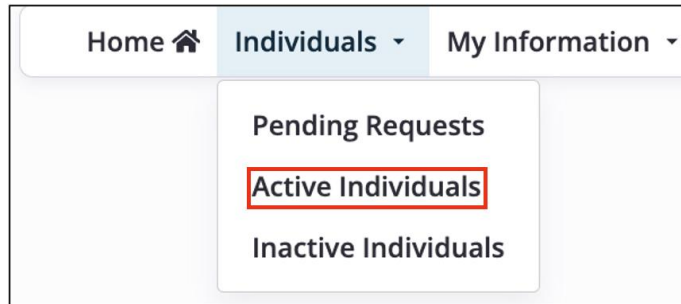
3940 Characters left

[Cancel](#) [Update Account Note](#)

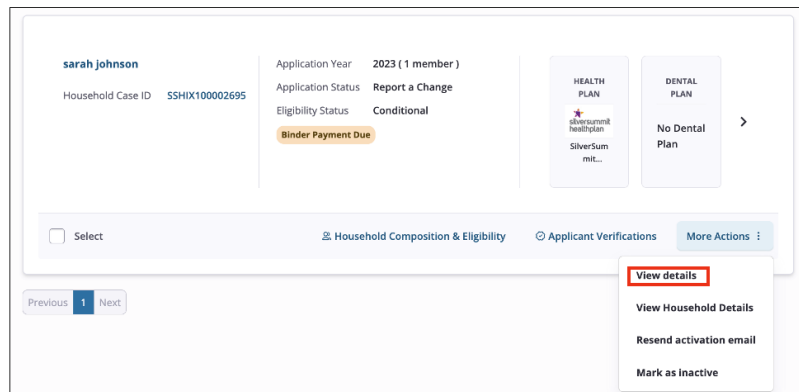
View consumer application

The CECs can view an Individual consumer's account and can perform actions on behalf of them. They can perform actions such as report qualifying life events, shop for new health and dental plans, start a new individual application, view application status, view household eligibility, view current health and dental plans, view current and past enrollments, check inbox messages, update communication preferences, use find local assistance tool, view CEC profile, and de-designate a CEC.

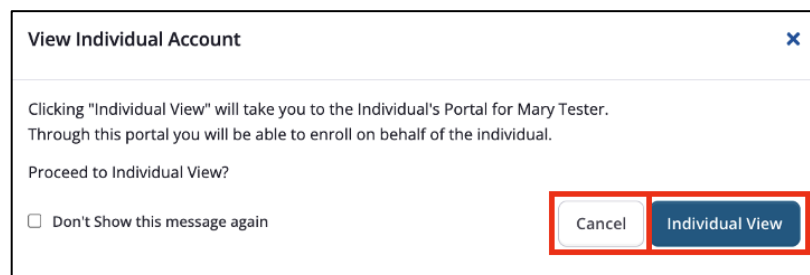
- Step 1: Click on 'Individuals' tab and select 'Active Individuals'.



- Step 2: Click on the 'More Actions' Ellipsis ⋮ and click on 'View Details'.



- Step 3: From this screen you can view the Client Details, Any Applicant Verifications, Household Details, Coverage Details, and any account notes. Click 'View Household Details.'
- Step 4: A pop-box will appear. Click on 'Individual View' to act on behalf of a consumer account or click on 'Cancel' to cancel the process.



- Step 5: in the 'My Stuff' Navigation Bar, click 'My Applications'. A full list of submitted and in progress applications will display.

Viewing Individual Account (Amber Wiley) My Account

Welcome, Amber Wiley

Your Enrollment Counselor

My Stuff

- My Dashboard
- My Applications**
- My Eligibility Results
- My Enrollments
- My Inbox
- My Preferences

Quick Links

- Find Local Assistance
- User Guides

Showing applications for coverage year 2026

Current Applications for 2026

2026 Initial Application dated Jul 31, 2026, 5:40:46 AM

Application Status	Primary Contact	Date Created
COMPLETED	Amber Wiley	Jul 31, 2026, 5:40:46 AM
Coverage Year	Application ID	Date Submitted
2026	100005693	Jul 31, 2026, 5:46:01 AM
Type	Case ID	Max Household APTC
Initial Application	SSHIX100005587	\$861.26 per month
		Cost Sharing Reductions
		C54

To view your next steps, please return to your dashboard

[Go To Dashboard](#)

Actions you can take for this application

[Cancel Application](#) [View Eligibility](#) [Verifications & Documents](#)

[View & Print Application Summary](#)

Summary of Events [Hide](#)

Member Name	Event	Event Date
Amber Wiley	Loss of Medicaid	Jul 1, 2026
Ashley Major	Loss of Medicaid	Jul 1, 2026

Past Applications for 2026

2026 Initial Application dated Aug 19, 2026, 3:08:03 PM

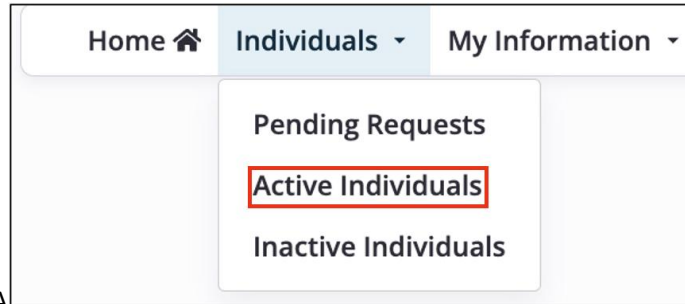
Application Status	Primary Contact	Date Created
CANCELLED	Amber Wiley	Aug 19, 2026, 3:08:03 PM
Coverage Year	Application ID	Date Submitted
2026	100005661	Aug 19, 2026, 3:08:03 PM
Type	Case ID	
Initial Application	SSHIX100005587	

For detailed information on how to perform actions on behalf of the consumer, please visit <https://www.nevadahealthlink.com/consumer-transition/> and refer to the Application and Enrollment Guide.

Resend activation email

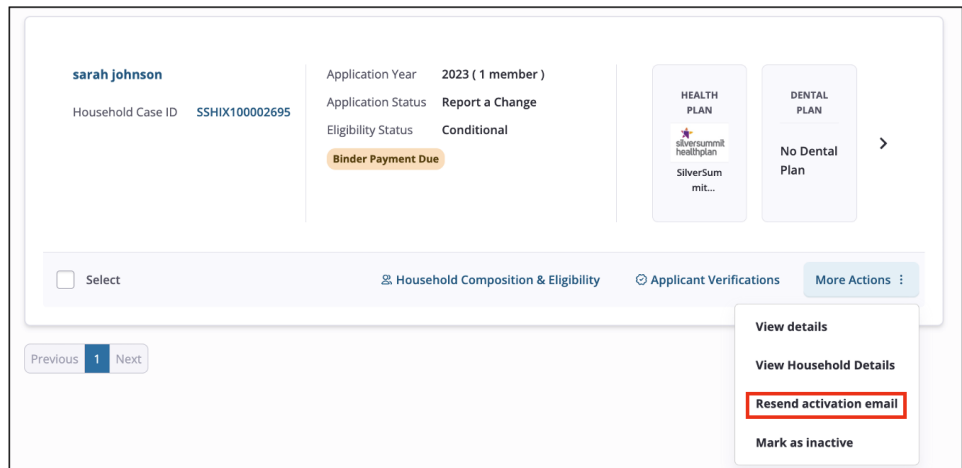
PLEASE NOTE: The Resend Activation Email feature is only available for consumers who have not completed the sign-up process. This step will allow CECs to edit the individual email address and phone number before resending the activation link.

- Step 1: Click on 'Individuals' tab and select 'Active Individuals'.



A

- Step 2: Click on the 'More Actions' Ellipsis  and click on 'Resend Activation Email'.



- Step 3: the 'Resend Activation Email!' pop-up window will display. Validate the customer's email and phone number and click 'Send.'

Resend Activation Email!

Primary Applicant:

Sarah Tester

Email Address *

scooper@icloud.com

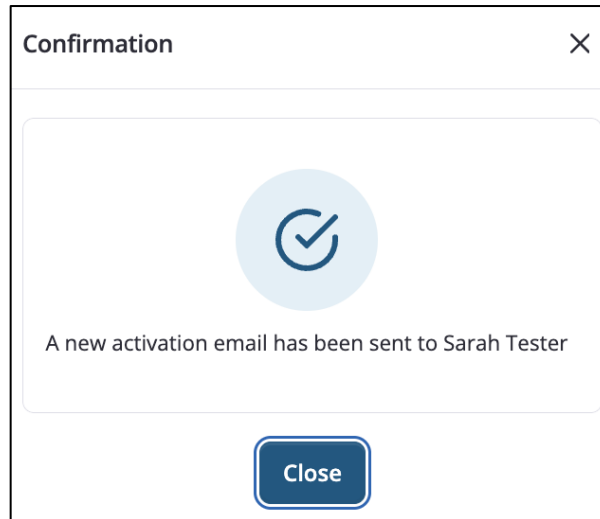
Phone number *

7045555555

Cancel

Send

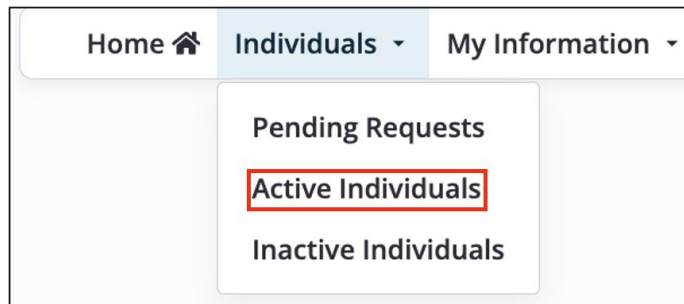
- Step 4: A pop-up screen will appear with a 'Confirmation' message.



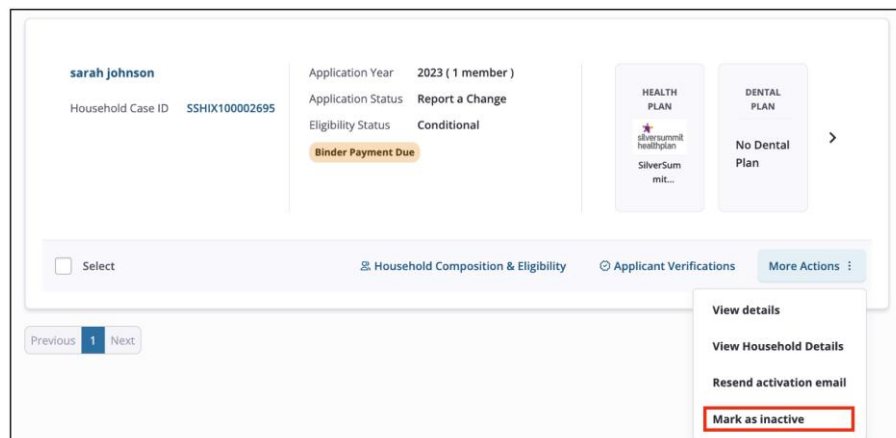
Mark an individual as inactive

PLEASE NOTE: This action cannot be undone. If an individual is marked as inactive, then it will terminate the existing relationship between the CEC and Consumer. The marked inactive individual will be listed in the "Inactive Individuals" section.

- Step 1: Click on 'Individuals' tab and select 'Active Individuals'.

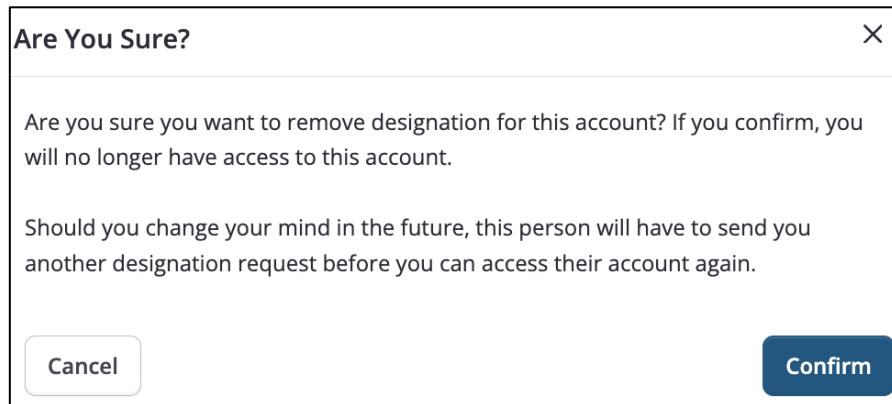


- Step 2: Click on the 'More Actions' Ellipsis  and click on 'Mark as inactive'.



- Step 3: A pop-up screen will appear. Click on 'Confirm' to inactive current individual account and click on 'Cancel' to cancel the process.

PLEASE NOTE: If you mark an individual account as Inactive then you will no longer have access to their account. The individual has to send you another designation request to you to perform actions on behalf of them.



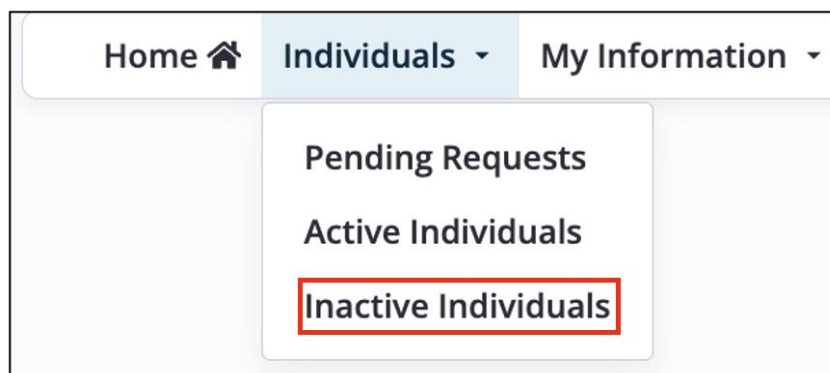
3.3 Inactive Individuals (Undesignated Consumers)

The Inactive Individual section displays the list of individuals whose designation request has been declined or are marked as inactive by their CEC, or the individual has undesignated the CEC.

The CECs can view and search for the list of inactive individuals filtered by their First name, Last name, and an Inactive date range.

3.3.3 View and search for Inactive individuals

- Step 1: Click on the 'Individuals' tab and select 'Inactive Individuals'.



- Step 2: Enter individual's first name in the 'First Name' field or last name in the 'Last Name' field or enter the desired date range since an individual account has been inactive in the 'Inactive Since' section under the "Refine Results By" section and click on the 'Go' button.

Inactive Individuals 1 Inactive Individual

Refine Results By (reset all)

First Name

Last Name

Inactive Since

From:

To:

Go

Name	Inactive Since ↓
Mary Tester	08/24/2026

Showing 1-1 of 1 items

< 1 >

Rows 10

4. My Information

Home 🏠
Individuals ▾
My Information ▾

Sarah Winter

Counselor Information
My Profile
Certification Status

4.1 Counselor Information

The Counselor Information section displays CECs information, which includes CEC Information, Mailing Address, and Profile Information. They can update this information within this section.

4.3.3 Add or update Certified Enrollment Counselor information

- Step 1: Click on 'My Information' tab and select 'Counselor Information'.

Home 🏠
Individuals ▾
My Information ▾

Sarah Winter

Counselor Information

My Profile
Certification Status

- Step 2: Click on the 'Edit' button.

Steps

My Information

Profile

Certification Status

Status

My Information

Name

Sarah Winter

Email

sarah.winter.testing@yopmail.com

Phone number

505-688-7403

External Assister Number

-

How would you like us to contact you?

Phone

Enrollment Counselor Certification

5000000006

Primary Certified Enrollment Counselor Site

Meinsured Primary

Secondary Certified Enrollment Counselor Site

-

Mailing Address

Address 1

4001 S Virginia St

Address 2

-

City

Reno

State

NV

Zip code

89502

Profile Information

Spoken Languages

English

Written Languages

English

Photo



Edit

- Step 3: Enter CEC Information (e.g., “First Name” or “Phone Number”), Mailing Address and Profile Information (e.g., “Spoken Languages Supported” or “Written Languages Supported”) and click on the ‘Save’ button.

Enrollment Counselor Form

Personal Information

First name * Sarah

Last name * Winter

Contact Information

Email * sarah.winter.testing@yopmail.com

Primary Phone Number * 505-688-7403

External Assister Number

How would this person like to be contacted? *

Email

Phone

Mail

Enrollment Counselor Certification * 5000000006

Site Assignment

Primary Certified Enrollment Counselor Site * Meinsured Primary

Secondary Certified Enrollment Counselor Site Select

Mailing Address

Address 1 * 4001 S Virginia St

Address 2 Address 2

City * Reno

State * Nevada

Zip code * 89502

Languages Supported

Spoken Languages * English

Written Languages * English

Upload Photo

Choose File No file chosen

Acceptable file types: GIF, JPEG, JPG, PNG, BMP, Maximum file size: 5MB.

Cancel

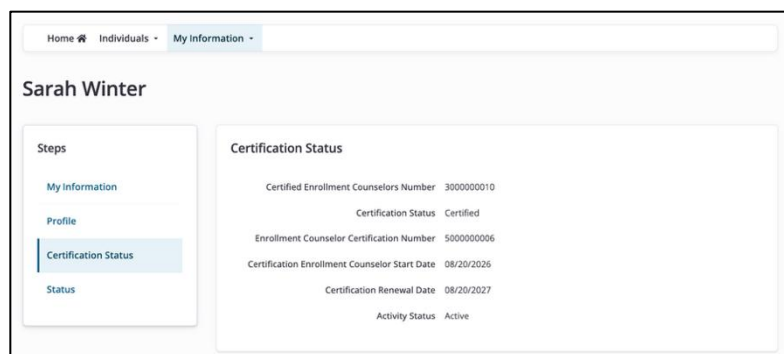
Save

4.2 Profile

For detailed information on the CEC Profile please refer to Section 2.2.

4.3 Certification Status

The Certification Status section provides a read-only listing to CEC Number, Certification Status, Enrollment Counselor Certification Number, CEC Start Date, Certification Renewal Date, and Activity Status.



The screenshot shows a user profile for Sarah Winter. On the left is a sidebar with a 'Steps' menu containing 'My Information', 'Profile', 'Certification Status' (which is highlighted), and 'Status'. The main content area is titled 'Sarah Winter' and contains a 'Certification Status' section. This section displays the following information:

Field	Value
Certified Enrollment Counselors Number	3000000010
Certification Status	Certified
Enrollment Counselor Certification Number	5000000006
Certification Enrollment Counselor Start Date	08/20/2026
Certification Renewal Date	08/20/2027
Activity Status	Active

PLEASE NOTE: The Certification Status of a CEC must be “Certified” to gain access to the CEC portal and the Activity status must be “Active” to appear in the “Find Local Assistance” directory tool.

There are two possible Certification Statuses for the CECs, which are described below:

Pending

The Pending status is the default status assigned to a new CEC whose account has been created by their Entity Organization on the Nevada Health Link platform and the Entity administrator is reviewing their information.

Certified

The Certified status is assigned once the Entity administrator has verified the CEC information. Only a CEC with certified status can have full access to the CEC portal.

Denied

The Denied certification status is assigned when CECs certification is rejected.

There are two Activity Status for the CECs, which is described below:

Active

The Active status is assigned to a CEC by the Entity Organization or Entity administrator. A CEC with active status will be listed in Nevada Health Link’s “Find Local Assistance” directory tool, which is used by consumers to locate CECs in their area. The CEC will appear in the CEC search list which is used by the Entity to change consumer delegation from one CEC to another CEC within the Entity Organization.

Inactive

The Inactive status is assigned to a CEC by the Entity Organization or Entity administrator. A CEC with inactive status won’t be listed in Nevada Health Link’s “Find Local Assistance” directory tool, which is used by consumers to locate CECs in their area. The CEC will not appear in the CEC search list which is used by the Entity to change consumer delegation from one CEC to another CEC within the Entity Organization.

Document Revision History

Version	Issue Date	Changes	Drafted	Approved
1.0	10/31/2019	Initial Release	Vinit Yagnik	Heather Korbulic
2.0	9/30/2026	Major System Update	Sarah Winter, Joseph Filippi	Janel Davis