



Broker Brief

Q3 2025



Marketplace Service Area Changes

For Plan Year 2026, CareSource will be no longer offering Marketplace plans in Kentucky, Michigan, and North Carolina. We are expanding into new counties in Ohio and Georgia, and we are entering the state of Nevada, which includes all 17 counties statewide. Please contact your [broker account managers](#) with any questions.



Off Exchange Plans Now Available

We are excited to announce that you can now sell off-exchange plans directly through Health Sherpa. This enhancement allows for greater flexibility and access to a wider range of options for your clients.

IMPORTANT REMINDER:

Member Inquiries



Please be reminded that our sales support is exclusively broker-facing. Recently, we have encountered instances where members have been instructed by their agents to contact sales support. As we are not licensed to engage with members directly, we kindly ask that you direct any member inquiries to our dedicated [member services](#) team.

Update on Commission Structure

We would like to inform you of an upcoming change to our commission payment process. Moving forward, commissions will be processed based on premium payments rather than invoices. Please note that this change may impact your commission payment for January, as there will now be a thirty-day lag. For example, commissions for enrollments completed in January will be disbursed in February. Also, first year DSNP commissions will be paid up front unlike today where they are paid monthly. Second year commissions will continue to be paid monthly.

Ordering Marketing Materials

A QUICK REMINDER: You should have received your PrintSource credentials after the onboarding process with CareSource, which allows you to order marketing materials. If you need assistance retrieving your credentials, please do not hesitate to contact [Sales Support](#).

D-SNP Enrollment Portals

We are pleased to inform you that all Ready to Sell (RTS) agents have access to the following platforms for selling our plans:

- Connecture
- Ascend
- SunFire
- Health Sherpa



Key Dates for Ready to Sell

- **Medicare:**
Shopping period begins on October 1st, with sales commencing on October 15th.
- **Marketplace:**
Open Enrollment begins November 1st.



CMS Model Consent Form

In response to feedback from agents and brokers, the Centers for Medicare & Medicaid Services (CMS) has published a revised model consent form to better help you meet the requirements for documenting your consumers' consent and review and confirmation of their eligibility application information.

[View the Model Consent Form \(English\)](#)
[View the Model Consent Form \(Spanish\)](#)


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