

Broker News



August 15, 2025

ACA Plans

HealthSherpa: NPN override turned off in New Hampshire

Following guidance from the state of New Hampshire, the HealthSherpa platform has been updated to ensure all enrollment applications in New Hampshire are submitted with the writing agents' National Producer Number (NPN). This means you'll no longer have the option to allow downline agents to use an override NPN in New Hampshire. For additional news and updates from HealthSherpa, [click here](#).

ACA network update

Catholic Medical Center (CMC) will not be contracted with our ACA Clarity plan effective Sept. 30, 2025 due to the HCA Healthcare acquisition. They will continue to be contracted with WellSense Medicare Advantage and Medicaid plans.

Portal updates

Autopay enhancement

We have made an enhancement to our autopay functionality in the ACA portal. Shoppers and members can now set up autopay at the time of binder payment. In addition, brokers can now help their clients with setting up this new function. Please [browse the portal](#) to check out the new updates and enhanced views.

Multi-Factor Authentication required

As of Aug. 13, 2025, brokers that use the [Softheon broker portal](#) will now be required to have multi-factor authentication (MFA). In accordance with the Centers for Medicare & Medicaid Services (CMS) Change Request 96, this is a new enhanced security measure to secure accounts and safeguard sensitive information.

How will this affect you?

All agents and brokers will be prompted to complete a two-step login process. The new process will be as follows:

- Step 1: IDS login
- Step 2: choice of authentication options (e.g., authenticator app, email verification)
- Backup: recovery codes will be provided in case you lose access to your authentication method

When will this take effect?

The production environment went live on Aug. 13, 2025. This update will be required for all broker portal logins from this date forward, as mandated by CMS.

Do you need to take any action?

No immediate action is required on your part; however, please ensure that all agents and brokers are aware of these changes and are prepared to use MFA when accessing the broker portal.

Medicare Advantage Plans

Medicare Advantage/Medicaid network update

PMC Medical Group / Granite State Pain – located in Portsmouth, NH and Somersworth, NH - are no longer part of the WellSense Medicare Advantage HMO and PPO or Medicaid networks. Contracts for both facilities have terminated effective Aug. 1, 2025. Members have received related term letters as well as phone outreach from Member Service to help transition to a new provider.

We're here to help. If you have any questions, please contact us at agentadmin@wellsense.org.