



Health Net Broker Portal

NEW PLATFORM OVERVIEW

2021

*Coverage for
every stage of life™*

Contents

- **Session 1**
 - Introduction
 - Self-registration
- **Session 2**
 - Broker Portal Navigation Overview
- **Session 3**
 - Common Tools
 - Book of Business
 - Commissions
 - Eligibility, Status & Activity
 - Sales & Quoting Tools
 - Support Tools
- **Where to go with questions?**

Introduction -

- The new and improved Broker Portal is a secure website developed to allow Brokers who sell and support various Centene branded products across the Centene and Health Net branded Individual & Family and Commercial Group Business markets.
- Registration on the web portal allows brokers to perform a variety of functions to support their clients including:
 - View Book of Business
 - Check Client eligibility
 - View Commission Statements and More!

Self-registration

Tips Before Starting the Self-registration Process

Brokers can initiate the process through the site. Before attempting to register for the web portal, the following items must be in place:

- a. You must have an active license and contract with Centene/Health Net.
- b. You must not have more than one contracting record with the same email address.
- c. You must have your National Producer Number (NPN) and Tax ID/SSN.

Tip: You can find your NPN using the National Insurance Producer Registry website (www.NIPR.com).

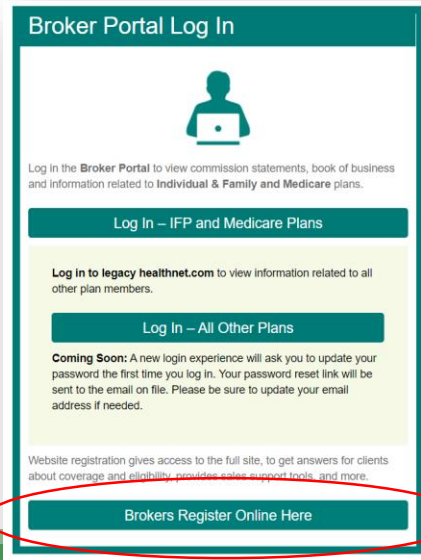
If you are not registered, please go to www.healthnet.com/broker, and click on *Register* to set up your secure user account. You can also contact your Account Executive or Broker Services (call 800-909-3447, Option 1) for assistance.

Self-registration — Access Broker Portal Page

Step 1: Navigate to www.Healthnet.com



Step 2: Scroll down and click on Brokers Register Online Here

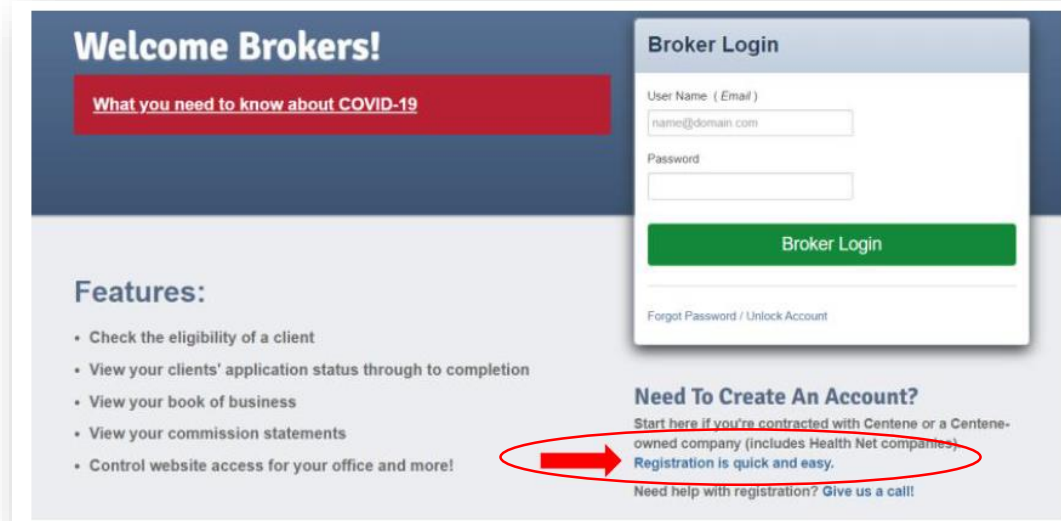


Tip: You can also access the broker portal direct by visiting -<https://broker.brokersecureportal.com>

Self-registration

Access our EASY registration process through our new Broker Portal homepage

Step 3: Click the “Registration is quick and easy” link under Need To Create An Account?



The screenshot shows the Broker Portal homepage. On the right, there is a 'Broker Login' section with fields for 'User Name (Email)' and 'Password', and a green 'Broker Login' button. Below this is a link for 'Forgot Password / Unlock Account'. On the left, under the 'Features:' section, there is a list of bullet points. To the right of the features, under the heading 'Need To Create An Account?', there is a paragraph of text and a link that says 'Registration is quick and easy.' A red arrow points to this link.

Welcome Brokers!

[What you need to know about COVID-19](#)

Broker Login

User Name (Email)

Password

Broker Login

[Forgot Password / Unlock Account](#)

Features:

- Check the eligibility of a client
- View your clients' application status through to completion
- View your book of business
- View your commission statements
- Control website access for your office and more!

Need To Create An Account?

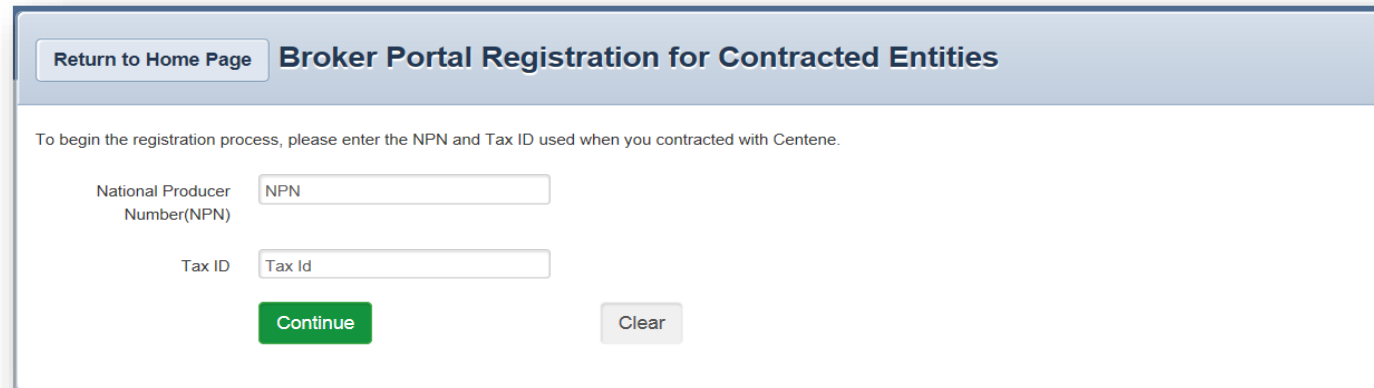
Start here if you're contracted with Centene or a Centene-owned company (includes Health Net companies).

[Registration is quick and easy.](#)

Need help with registration? [Give us a call!](#)

Step 4: The broker enters two pieces of information:

- National Producer Number (NPN)
- Tax ID



The screenshot shows the 'Broker Portal Registration for Contracted Entities' form. It has a 'Return to Home Page' button and a title bar. The main content area has a heading 'To begin the registration process, please enter the NPN and Tax ID used when you contracted with Centene.' Below this are two input fields: 'National Producer Number(NPN)' and 'Tax Id'. At the bottom are 'Continue' and 'Clear' buttons.

[Return to Home Page](#) **Broker Portal Registration for Contracted Entities**

To begin the registration process, please enter the NPN and Tax ID used when you contracted with Centene.

National Producer Number(NPN)

Tax Id

Continue **Clear**

Self-registration

Step 5: Broker information will auto-populate

- If all information appears correct, click Send Email
- If you see errors in your information use the self-service tool Work Flow to make corrections and updates or you can email brokers@healthnet.com.



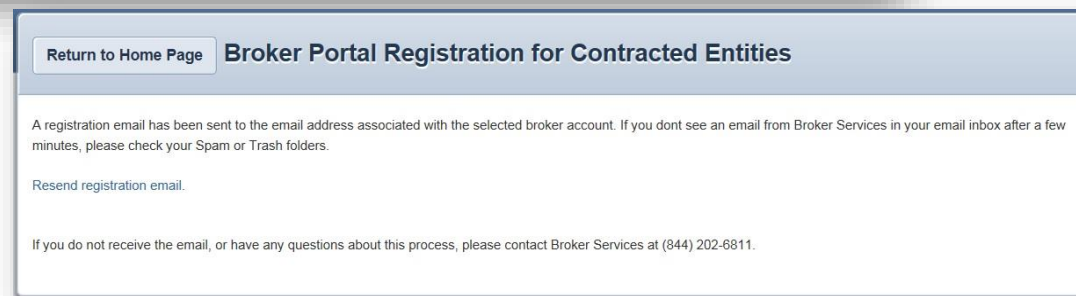
Return to Home Page **Broker Portal Registration for Contracted Entities**

The broker account listed below matches the search criteria you have entered. If this is the broker you wish to register, please click the Send Email button. If this is not the correct broker, please try your search again .

EMAIL	LAST NAME	FIRST NAME	TAX ID	NPN	STATES APPOINTED	STATUS	CREATE DATE
<input type="text" value="Test Email Address"/>					TX	ACTIVE	Mon Aug 07 17:06:58 PDT 2017

[Send Email](#)

Step 6: A box will appear directing brokers to check their email to complete process



Return to Home Page **Broker Portal Registration for Contracted Entities**

A registration email has been sent to the email address associated with the selected broker account. If you dont see an email from Broker Services in your email inbox after a few minutes, please check your Spam or Trash folders.

[Resend registration email.](#)

If you do not receive the email, or have any questions about this process, please contact Broker Services at (844) 202-6811.

Note: Once the email is sent, the broker still needs to complete the account creation.

Self-registration

Step 7: The broker will be notified via email that an account was created for them and a link will be provided to complete registration. Click on the link.

From: noreply@brokersecureportal.com
Date: 11/22/16 9:16 AM (GMT-08:00)
To: tkdstitch@surewest.net
Subject: Welcome! Your Centene Broker Portal account has been created.

Our Medicare Broker Services team has created your secure Centene Broker Portal web account.

Please click the link below to complete your account set up and website registration.

<https://test6-broker.brokersecureportal.com/brokerconnect/registration?verificationCode=sEf0cjCFVc3kHrIW>

Please note: this link is only valid for 48 hours. If the link expires and you need to have a new link sent, please contact our Broker Services Unit at 1-844-202-6811 and they will be happy to assist you.

Thank you,

Centene Medicare Broker Services

CONFIDENTIALITY NOTICE: This communication contains information intended for the use of the individuals to whom it is addressed and may contain information that is privileged, confidential or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by return mail and then permanently delete the communication from your system. Thank you.

Note: The link to complete verification is only valid for **48 hours**. If you do not see the verification in your inbox, check your junk and spam folders.

Self-registration

A 2nd email will be sent confirming broker account was created and login link will be provided.

From: noreply@brokersecureportal.com
Date: 11/22/16 9:53 AM (GMT-08:00)
To: tkdstitch@surewest.net
Subject: Your Broker Portal web account is now active.

Jack Nimble,

Your Centene Broker Portal account has been activated and is ready for use.

Please use the link below to login and enjoy all the features provided by your active account.

<https://test6-broker.brokersecureportal.com/brokerconnect//>

If the link above does not appear as a link in your email, please copy and paste the entire link that starts with http in a new browser window.

Thank you,

Centene Medicare Broker Services

CONFIDENTIALITY NOTICE: This communication contains information intended for the use of the individuals to whom it is addressed and may contain information that is privileged, confidential or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by return mail and then permanently delete the communication from your system. Thank you.

Session 2: ***Broker Portal Navigation***

Broker Portal Navigation

Overview

The Broker Portal offers brokers the following tools:

- Eligibility Lookup
- Application Status lookup (not applicable to Group)
- Book of Business Overview
- Commission Statements
- Forms and Brochures
- Account Management and more!

Broker Portal Navigation

Logging In

<https://broker.brokersecureportal.com>

Once logged in to the portal, the user will be brought to this landing page →

Welcome Brokers!
Our easy-to-use secure site gives you the tools and access needed to manage your clients anytime.

Broker Login

User Name (Email)

Password

Login

[Forgot Password / Unlock Account](#)

Features:

- Check the eligibility of a client
- View your clients' application status through to completion
- View your book of business
- View your commission statements
- Communicate with us through secure messaging
- Control website access for your office and more!

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Health Net

[Book of Business](#) [Commission Statements](#) [Eligibility, Status & Activity](#) [Sales & Quoting Resources](#) [Support Tools](#) [My Account](#)

Viewing Dashboard For: Health Net Commercial - C [GO](#)

Quick Eligibility Check

Member ID/Last Name: DOB: [Check Eligibility](#)

Note: You can also check Eligibility in the [Eligibility, Status and Activity](#) section.

Welcome

[Manage Accounts](#) >

[Forms and Brochures](#) >

Recent Activity

Date	Activity
------	----------

[Instruction Manual \(PDF\)](#) [Terms & Conditions](#) [Privacy Policy](#) Copyright © 2019, Centene Corporation

Broker Portal Navigation

From the landing page

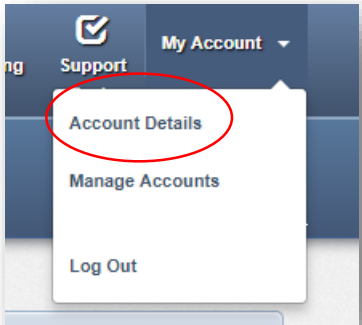


- **Book of Business:** allows broker to view their group book of business
- **Commission Statements:** view commission statements
- **Eligibility, Status & Activity:** look up eligibility and access the Group Billing and Enrollment support tools
- **Sales & Quoting Resources:** links to forms and brochures
- **Support Tools:** how to contact Broker Services and other related support information.
- **My Account:** view and manage account details.

Broker Portal Navigation

Account Details

Account Details allows you to see the information Health Net has on file.



The user can also update passwords, security questions, and designate which license/state is primary on their account.

Account Details

Name NA NA

User Name :
(Email)

Password *****

Brokerage Firm NA
Name

Telephone
Number

Tax ID

National
Producer
Number

Account Type Agencies / Upline

Secret Question What is your father's middle name?

Secret Question What city were you born in?

Secret Question What is your mother's maiden name?

Update Account

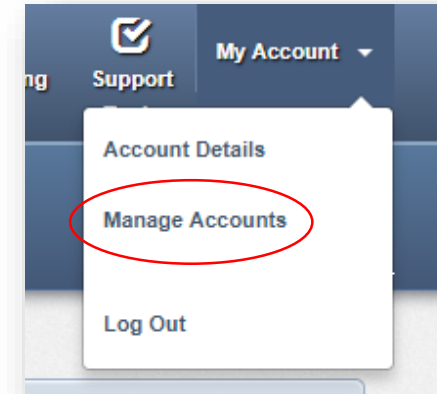
Your Profile

	ASSOCIATION ID	STATE	LICENSE #	EXPIRATION
★ Mark as Primary	Allwell from Sunshine Health	FL		01/01/2200
★ Current Primary	Allwell from Peach State Health Plan	GA		12/31/2016

Broker Portal Navigation

Manage and Create Office Staff Users

- A broker account can create more than one additional Staff User access through *Manage Accounts*



Search for User Create User Filter

Email Last Name Status

Email	Last Name	First Name	Status	Create Date	Actions
	office staff	test upline	Locked	12/06/2016	<input type="button" value="View / Update User"/>
	new	new	Pending Regist.	11/29/2016	<input type="button" value="Resend Registration Email"/>

2 items found, displaying all items. Page 1/1 1

From here a broker can:

- Allow an upline (General Agency) account to view **group** details
- Disable/Enable user accounts
- Send password reset email
- Update access to tools on the portal

Session 3: ***Common Tools- Book of Business***

Book of Business

Navigating to the Book of Business



Group list will populate automatically

Sort by Column

Print Subscriber Lists

Book of Business Filter

You are here: Book of Business

Show entries What do these Alert icons mean?

Group Name	Parent Group ID/ Group Suffix ID	Status	Orig Enroll Date	Renew Date	Plan Type/Plan Name	Subscribers	Alerts
[Redacted]	S[Redacted]	Active	12/01/2016	12/01/2018	[Redacted]	Get XLS	
A [Redacted]	[Redacted]	Active	12/01/2016	12/01/2019	STD GROUP BUSINESS [Redacted]	View List Get XLS	
[Redacted]	S[Redacted]	Active	12/01/2016	12/01/2019	C E E 3 [Redacted]	View List Get XLS	

Book of Business

Data elements shown are:

- Group Name
- Parent Group ID/Group Suffix ID
- Status
- Original Enrollment Date
- Renew Date
- Plan Type/Plan Name
- Subscribers
- Alerts

Book of Business Filter

You are here: Book of Business

Show 10 entries

What do these Alert icons mean?

Group Name	Parent Group ID/ Group Suffix ID	Status	Orig Enroll Date	Renew Date	Plan Type/Plan Name	Subscribers	Alerts
		Active	12/01/2016	12/01/2018		Get XLS	\$
A		Active	12/01/2016	12/01/2019		View List Get XLS	\$
		Active	12/01/2016	12/01/2019		View List Get XLS	\$

The user can also filter the results by clicking the Filter button and entering data for:

- Group Name
- Parent Group ID
- Group Suffix ID
- Status
- Alert Type
- Plan Name
- Original Enrollment Date
- Renewal Date
- Plan Type

Book of Business Filter

You are here: Book of Business

Group Name

Parent Group ID

Group Suffix ID

Status

Alert Type

Plan Name

Original Enrollment Date
From To

Renewal Date
From To

Plan Type

Clear Search

Book of Business

Hyperlinked Group Names allow the user to expand the list of child groups tied to the Policyholder

- The parent group is bolded for ease of reference
- Each child group is hyperlinked to take the broker into the Group details
- The *Get XLS* link at the parent group level will download a complete list of all subscribers in the groups tied to the parent group
- For a child group, the *View List* will take the user to the group's list of subscribers
- For a child group, the *Get XLS* will download a list of subscribers in that child group only

Book of Business

View Group Details

By clicking on the group suffix hyperlink, the broker is able to view group details, including:

- Contact Information
- Group Status
- Active Subscribers/Members
- Cancelled Subscribers
- Group SIC Code
- Rating Type
- Original Effective Date
- Parent Group Effective Date
- Suffix Effective Date
- Cancellation Date

You are here: [Book of Business](#) / Group Details [Download results as Excel](#)

Contact Information	Contact Information
Group Status & Key Dates	
Billing & Payment	Parent Group Name TEST GROUP 123
Renewal & Enrollment	Suffix Name TEST GROUP 123
View Subscriber List	Group Number ABC123
	Group Admin JOHN SMITH
	Group Admin Address 123 WEST END ROAD NOWHERE, CA 90001
	Group Phone Number (555) 555-1122
	Group State CA

Book of Business

View Group Details cont...

- Balance Forward
- Current Period Amount Due
- Adjustments
- Payments
- Balance Due
- Due Date of Current Bill
- Last Payment Made
- Last Payment Amount

You are here: Book of Business / Group Details Download results as Excel	
Contact Information	Billing & Payment <hr/> Balance Forward \$0.00 (Prior Balance) Current Period \$2,835.66 Amount Due Adjustments \$0.00 Payments \$0.00 Balance Due \$2,835.66 Due Date of 06/01/2021 Current Bill Last Payment 04/28/2021 Made Last Payment (\$2,835.66) Amount
Group Status & Key Dates	
Billing & Payment	
Renewal & Enrollment	
View Subscriber List	

Book of Business

View Group Details continued...

- Current Amount (Premium)
- Renewal Month
- Group Last Renewal Date
- Group Billing Address
- Billing Contact
- Waiting Period

You are here: [Book of Business](#) / Group Details

[Download results as Excel](#)

Contact Information	<div>Renewal Details</div> <hr/> <p>Current Amount \$2,835.66 (Premium)</p> <p>Renewal Month December</p> <p>Group Last 12/01/2020 Renewal Date</p> <p>Group Billing 2190 CARMEL VALLEY RD Address DEL MAR CA 92014</p> <p>Billing Contact (858) 755-7890 Phone Number</p> <div>Enrollment</div> <hr/> <p>Waiting Period First Of Month AFTER 60 DAYS</p>
Group Status & Key Dates	
Billing & Payment	
Renewal & Enrollment	
View Subscriber List	

Book of Business

View Subscriber List

The *View Subscriber List* under Group Details will display the subscribers for the currently selected Group.


Each subscriber's name is hyperlinked to allow a broker to view more specific details including:

- Subscriber Name
- Subscriber ID
- Physical Address
- County
- DOB
- Home Phone Number
- Work Phone Number
- Language Indicator (Spoken)
- Dependent Information

You are here: [Book of Business](#) / [Group Details](#) / [Subscribers](#)

Show entries

[Print Results](#) [Download results as Excel](#) [What do these Alert icons mean?](#)

Subscriber Name	Subscriber ID	Plan Type & Name	Status	Alerts
DOE, JOHN	R00000001	CA-SMALL BUSINESS PLANS - PPO - CA S PPO SVR 2250/50	Cancelled	
SMITH, JOE	R00000002	CA-SMALL BUSINESS PLANS - PPO - CA S PPO SVR 2250/50	Active	
SMITH, SARA	R00000003	CA-SMALL BUSINESS PLANS - PPO - CA S PPO SVR 2250/50	Active	
ADAMS, CHRIS	R00000004	CA-SMALL BUSINESS PLANS - PPO - CA S PPO SVR 2250/50	Active	 65

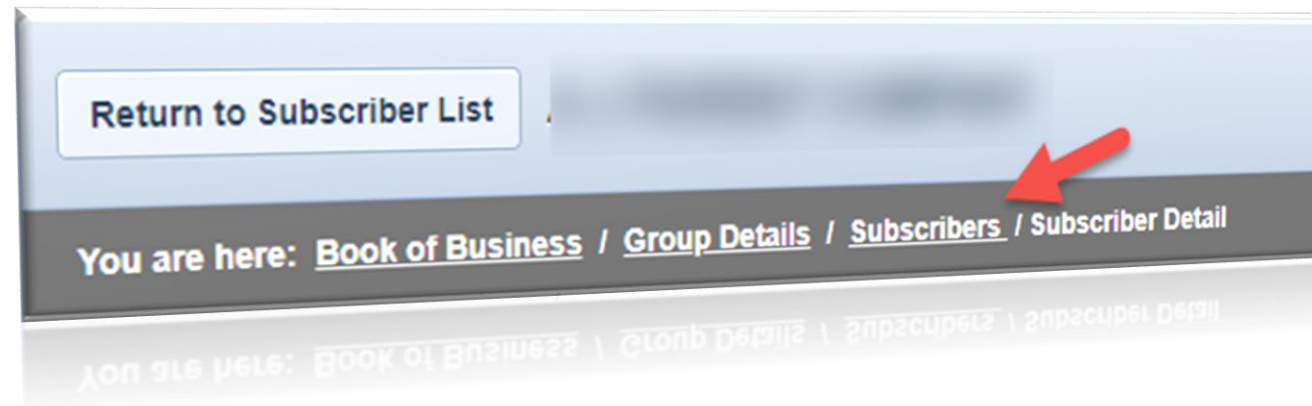
Showing 1 to 4 of 4 entries

[Previous](#) [1](#) [Next](#)

Book of Business

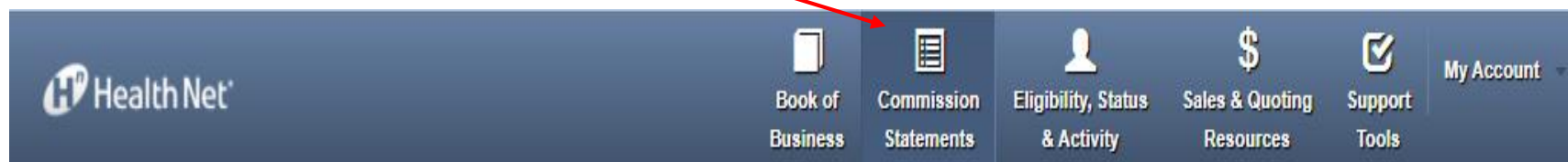
EASY NAVIGATION

Since there are multiple levels of detail for each group suffix, a breadcrumb is used to help navigate back to specific areas. Each previous area is hyperlinked, allowing a user to jump back to a specific area, or the main Book of Business list.



Common Tools: Commissions

Commission Statements



A broker can view commission payment statements for their National Producer Number and selected Broker ID.

- If a broker has multiple Broker IDs, the user must change the profile to view those commission statements
- The page defaults to the most recent month, and allows for searching within the last 18 months (if data is available)
- Statements are provided in both PDF and XLS format (where available)

Commission Statements

Report type: All Category: Group - CA

Start date: Aug 2019 End date: Sep 2019 Search

Commission statements for the past 6 months are included below. To see a different date range, change the date settings above and click Search. **Please note:** commission statements are only retained for 18 months.

Health Net brokers: Looking for Health Net plan commission statements prior to 1/1/2018?
[View historical statements on HealthNet.com](#) (requires HealthNet.com login)

DATE	DOWNLOADS
Aug 2019	<p>IFP / GROUP CHECKS & EFTS</p> <p> BRKSAPCHK_2019-08-07 (PDF)</p> <p>GROUP - CA</p> <p> BRK_GRP_STMNT_CA_2019-08-07 (PDF)</p> <p> BRK_GRP_STMNT_CA_2019-08-07 (Excel)</p>

Common Tools: Eligibility, Status & Activity

Eligibility, Status & Activity

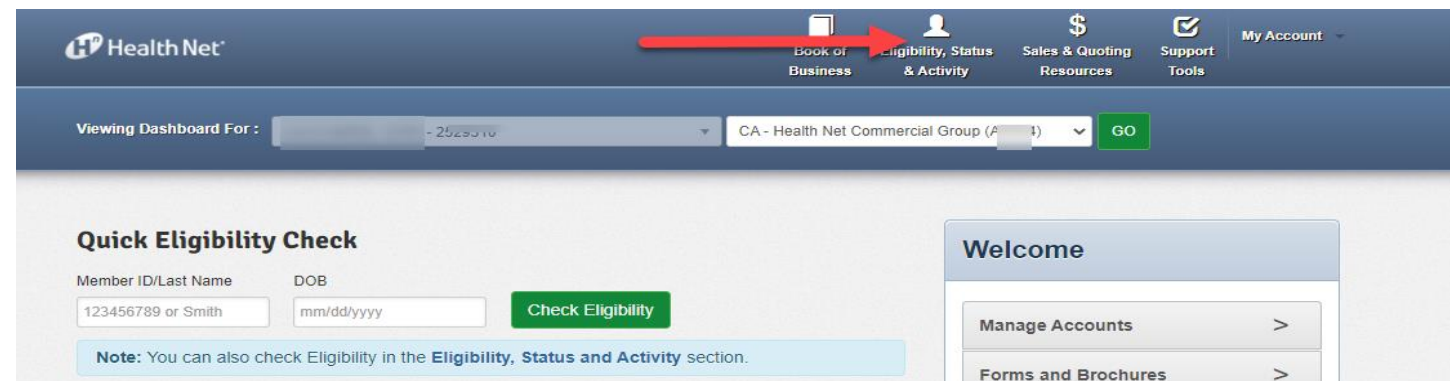
FIRST TIME USER SCENARIO

Overview of the Tool

Under *Eligibility, Status & Activity*, the broker will find Billing and Enrollment support for their clients.

Quick Eligibility Check

- Enter Member ID/Last Name
- Date of Birth



Health Net

Book of Business | **Eligibility, Status & Activity** | Sales & Quoting Resources | Support Tools | My Account

Viewing Dashboard For : [Member ID/Last Name] CA - Health Net Commercial Group (A) **GO**

Quick Eligibility Check

Member ID/Last Name: 123456789 or Smith
 DOB: mm/dd/yyyy
Check Eligibility

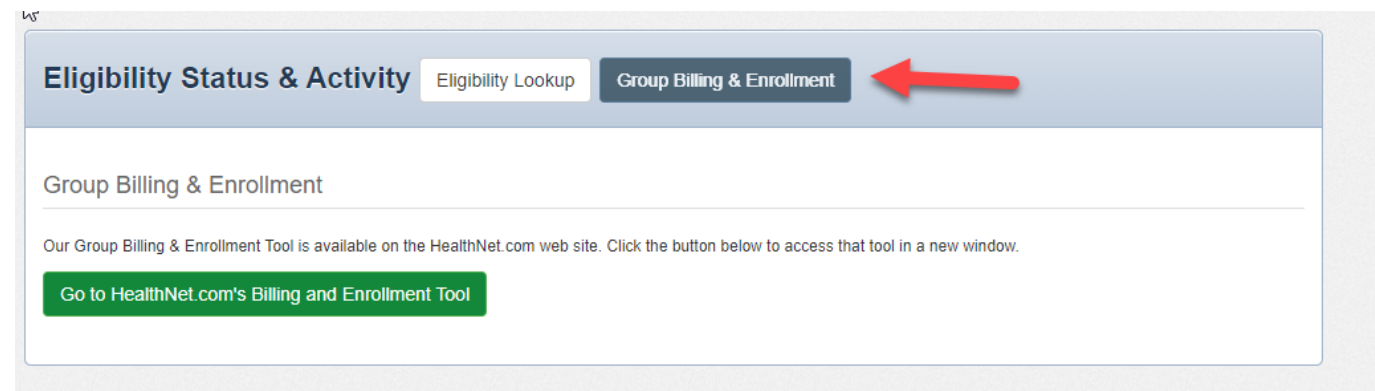
Note: You can also check Eligibility in the [Eligibility, Status and Activity](#) section.

Welcome

- Manage Accounts >
- Forms and Brochures >

Group Billing & Enrollment

- A quick link will take the broker to the www.Healthnet.com supported broker portal tools



Eligibility Status & Activity | Eligibility Lookup | **Group Billing & Enrollment**

Group Billing & Enrollment

Our Group Billing & Enrollment Tool is available on the HealthNet.com web site. Click the button below to access that tool in a new window.

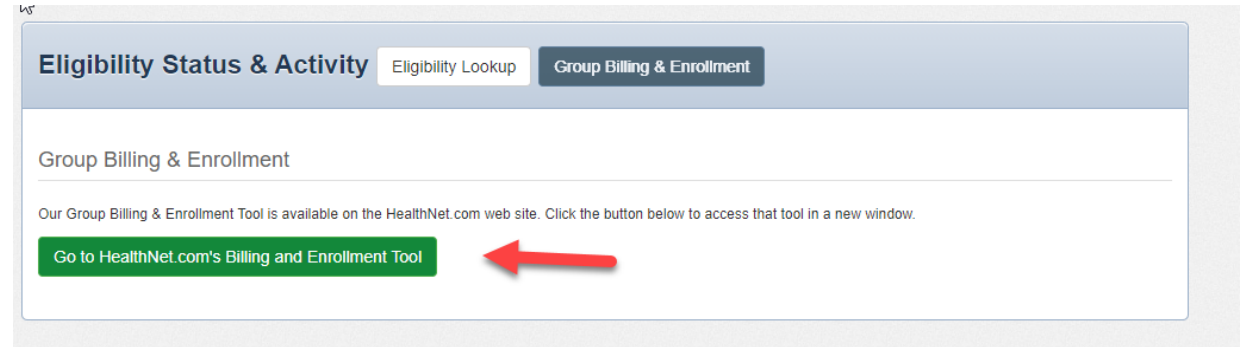
Go to HealthNet.com's Billing and Enrollment Tool

Eligibility, Status & Activity

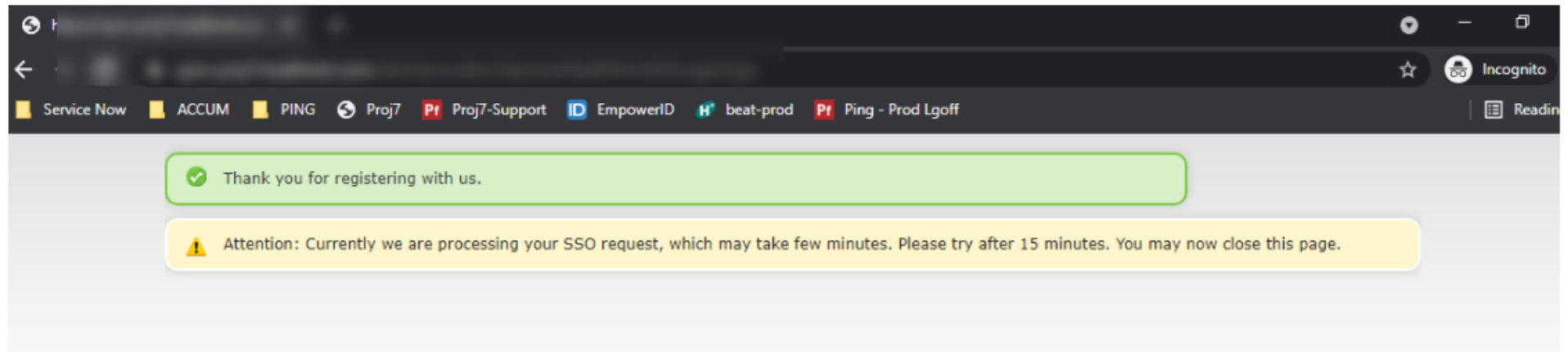
FIRST TIME USER SCENARIO

First-Time User –

The user then selects the green button for a single sign on to Health Net's Billing and Enrollment tool



User will receive the following screen



Note: The user can close the window, and after a few minutes (no more than 15).

Eligibility, Status & Activity

RETURNING USER SCENARIO



Overview of the Tool

Under *Eligibility, Status & Activity*, the broker will find Billing and Enrollment support for their clients.

Quick Eligibility Check

Medicare ID/Last Name

DOB

Check Eligibility

Note: You can also check Eligibility in the **Eligibility, Status and Activity** section.

Quick Eligibility Check

- Enter Member ID/Last Name
- Date of Birth

Group Billing & Enrollment

- A quick link will take the broker to the www.Healthnet.com supported broker portal tools

Eligibility Status & Activity

Eligibility Lookup

Group Billing & Enrollment

Group Billing & Enrollment

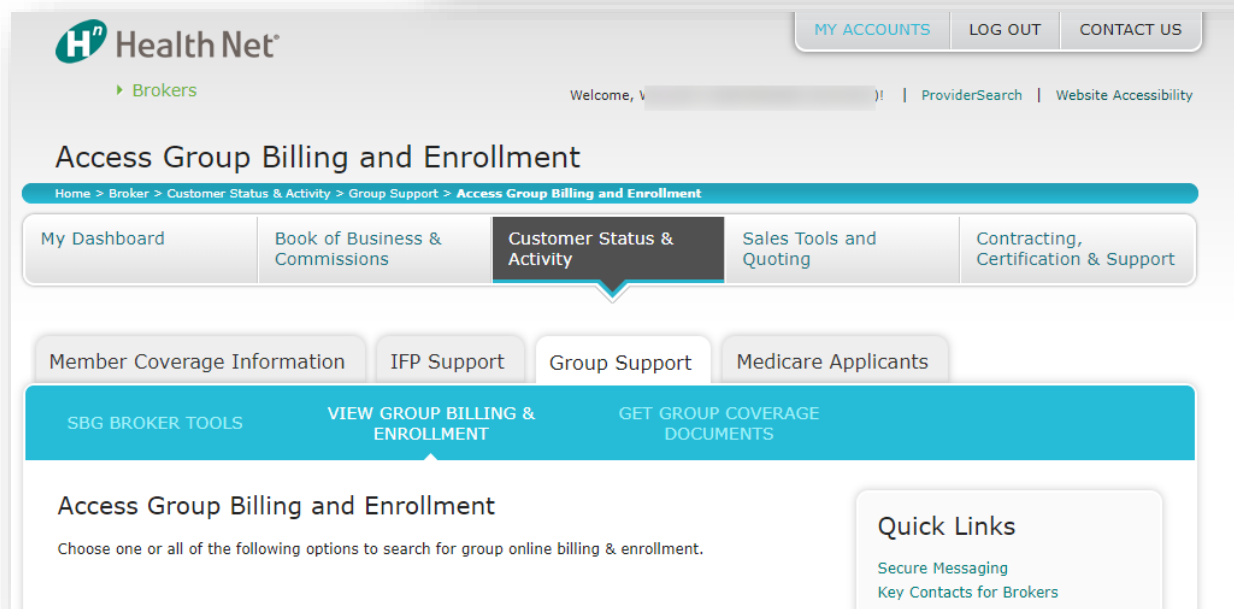
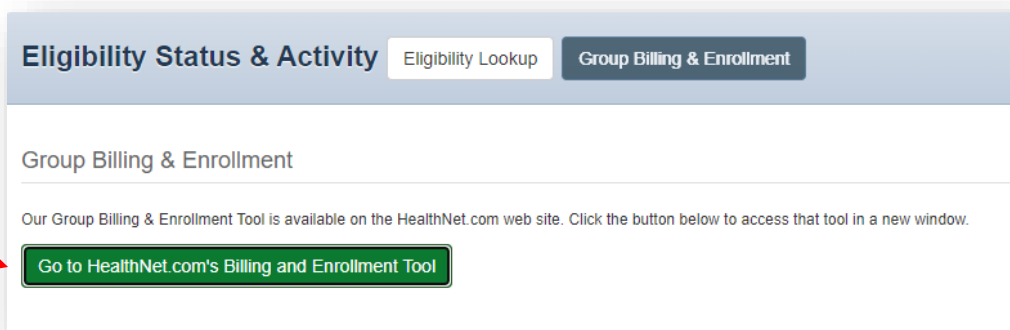
Our Group Billing & Enrollment Tool is available on the HealthNet.com web site. Click the button below to access that tool in a new window.

Go to HealthNet.com's Billing and Enrollment Tool

Eligibility, Status & Activity

RETURNING USER SCENARIO

The tool will seamlessly take the broker to the www.healthnet.com Broker page in a separate window.



NOTE: If a broker has multiple Broker IDs they will need to ensure they are logged in under the appropriate ID to support specific groups

Need Access to Employer Groups?

Broker Access via Employer Portal

Step 1 - From the Employer Portal, the employer can grant Brokers access through *Manage Accounts & Reports* to make enrollment changes, view and pay bills online and more...

Step 2 – Navigate to *Manage Broker Access*

Step 3 – Click on Manage access & preferences

NOTE: Brokers should not access Employer Accounts through Employer Logins or as added users.

Employer Group's View

The screenshot displays the Health Net Employer Group's View interface. At the top, the Health Net logo is on the left, and navigation links for 'ASSUMED IDENTITY (AI) TOOL', 'MY ACCOUNTS', 'LOG OUT', and 'CONTACT US' are on the right. Below the logo, a 'My Dashboard' section is highlighted with a red arrow and a green circle with the number 1. The dashboard includes links for 'Manage Accounts & Reports' (circled in red), 'Manage Enrollment', 'Member & Employee Support', and 'Pay My Bill'. Below the dashboard, there are tabs for 'Accounts', 'Reports', and 'Group Documents'. The 'Accounts' tab is active, showing a blue bar with options: 'UPDATE ACCOUNT INFORMATION', 'ADD NEW USER', 'VIEW AND EDIT USERS', and 'MANAGE BROKER ACCESS' (circled in red with a green circle with the number 2). Below this bar, the 'Summary of Broker Access' section shows fields for 'Client' and 'Name of Group'. A note states: 'Manage your broker's access to your group's billing and enrollment tools. Click the link under the broker's name to begin. Note: you can change your broker's access at any time.' Below the note, it says 'Showing 1-3 of 3 records found'. A table with two columns, 'Broker / General Agent Name' and 'Group(s)', contains three rows. The first row shows a broker with a 'Manage access & preferences' link (circled in red with a green circle with the number 3) and 'No group access assigned.' (circled in red). The second and third rows are identical. On the right side, a 'Quick Links' section lists: 'Key Contacts for Employers', 'Forms and Brochures', 'View Benefits and Eligibility', 'View Enrollment Information', and 'Bills and Payments'. A yellow box at the bottom right contains the text: 'Once access is granted, Group Name and Suffix will appear.'

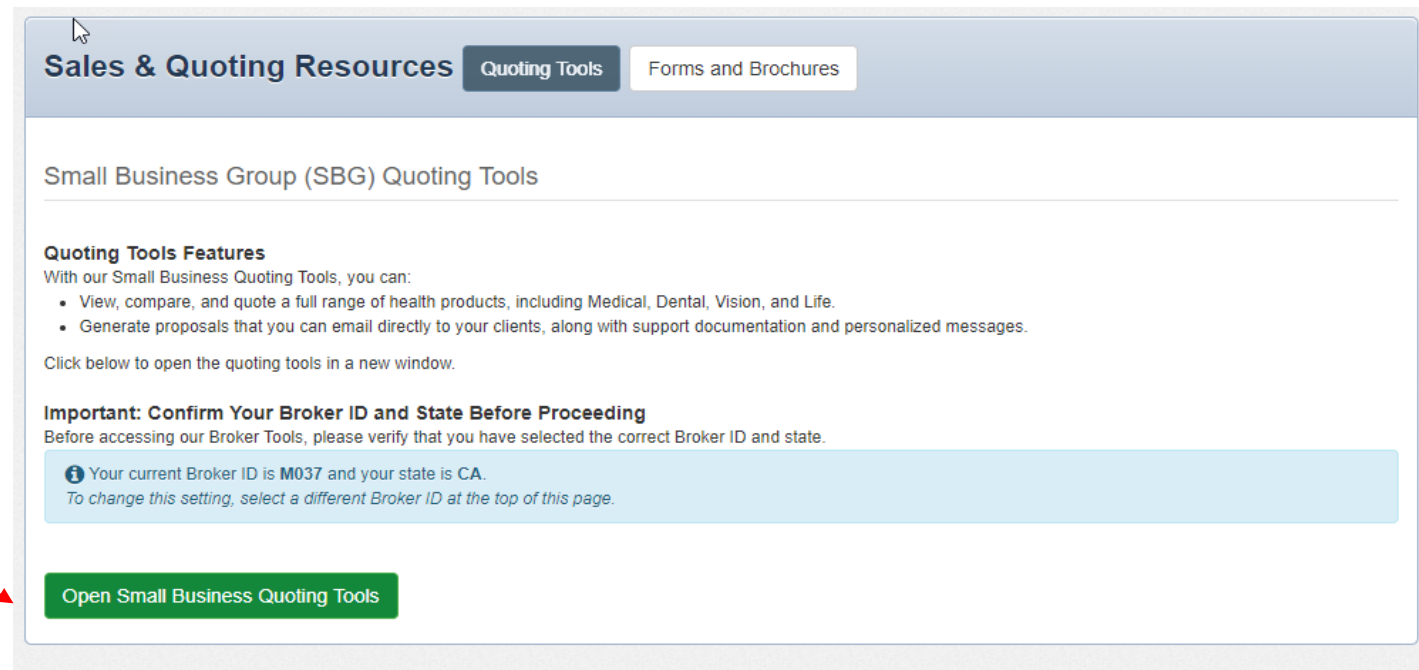
Common Tools: Sales & Quoting Tools

Sales & Quoting Tools

Now Featuring Group Quoting Tools



Easy Navigation to Health Net's Broker Quoting Tool



Sales & Quoting Tools

If multiple addresses appear under your broker ID in our systems, a verification prompt will appear to ensure our mutual clients are receiving your accurate information.

**Welcome to our
Quoting Tool
landing page**

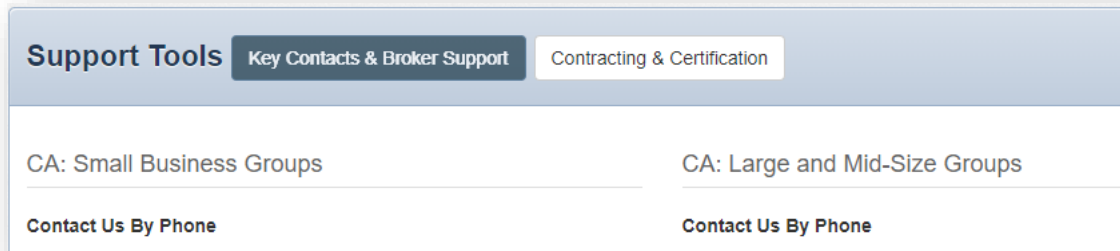
Common Tools: Support Tools

Support Tools



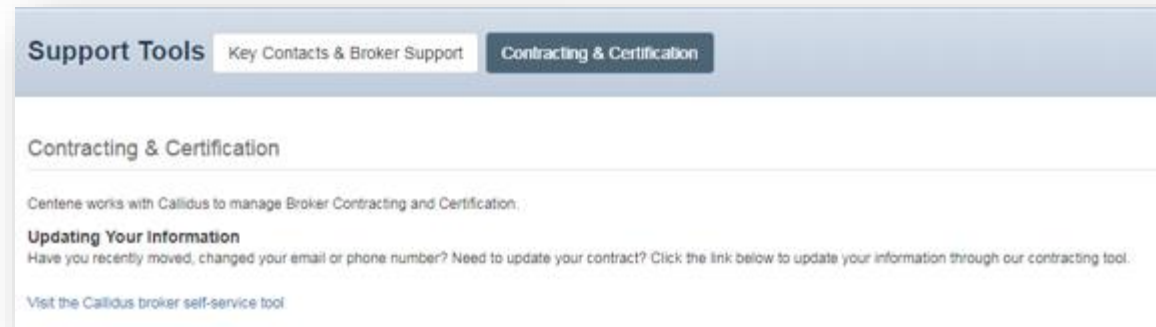
Overview of the Tool

The Support Tools provide the following tools:



Key Contacts & Broker Support

Contracting & Certification



Have More Questions?

Have More Questions?

For questions email: brokers@healthnet.com or contact your Account Manager.

You can also visit the training & resources on the [current broker hub](https://www.healthnet.com/brokers).
www.healthnet.com/brokers