Health Net®

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:

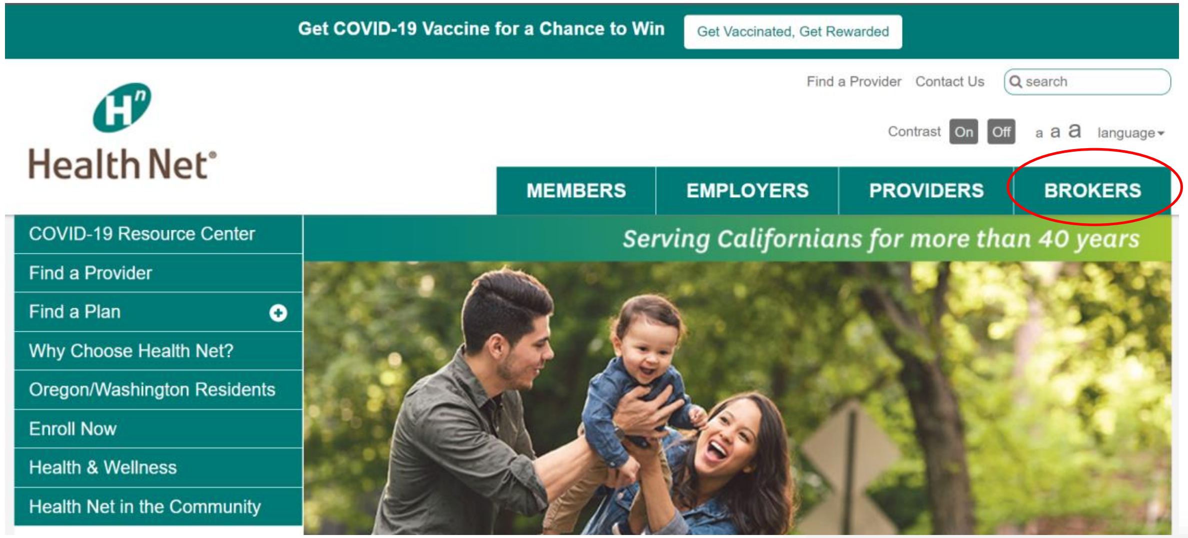
a. You must have an active license and contract with Centene/Health Net.
b. You must not have more than one contracting record with the same email address.
c. You must have your National Producer Number (NPN) and Tax ID/SSN.

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

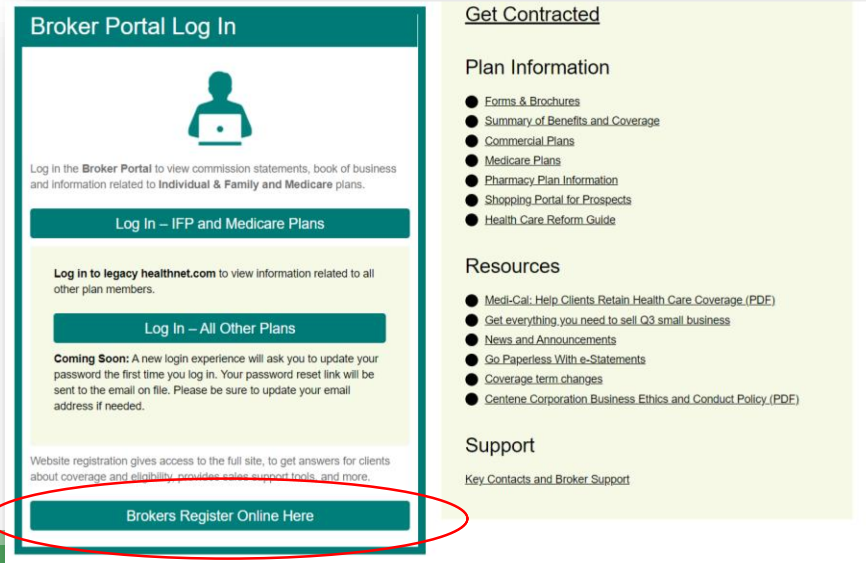
If you are not registered, please go to www.healthnet.com/broker, and click on *Register* to set up your secure user account. You can also contact your Account Executive or Broker Services (call 800-909-3447, Option 1) for assistance.

Self-registration – Access Broker Portal Page

Step 1: Navigate to www.Healthnet.com



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

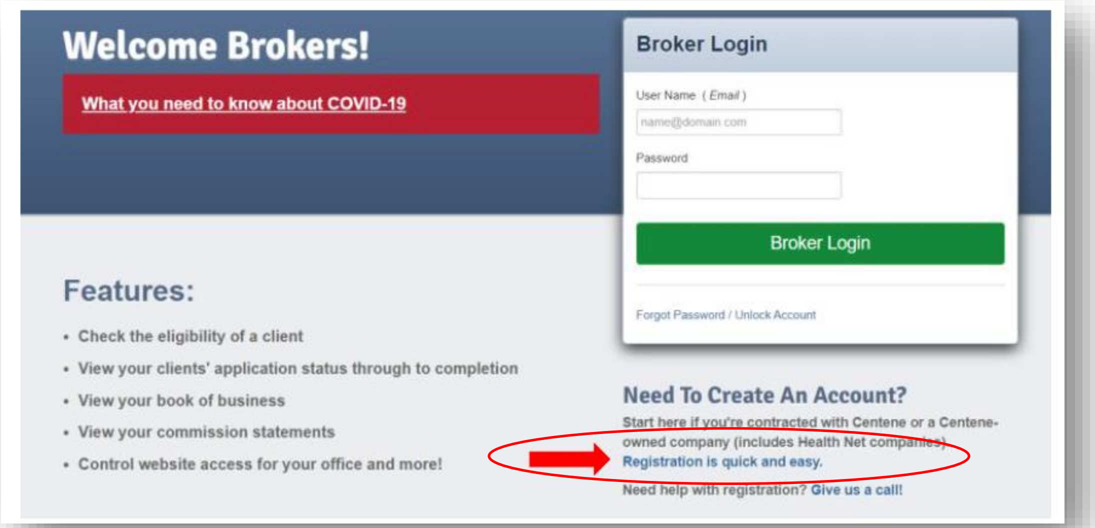


Tip: You can also access the broker portal direct by visiting -https://broker.brokersecureportal.com

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?



Step 4: The broker enters two pieces of information:

- National Producer Number (NPN)
- Tax ID

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.

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

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,

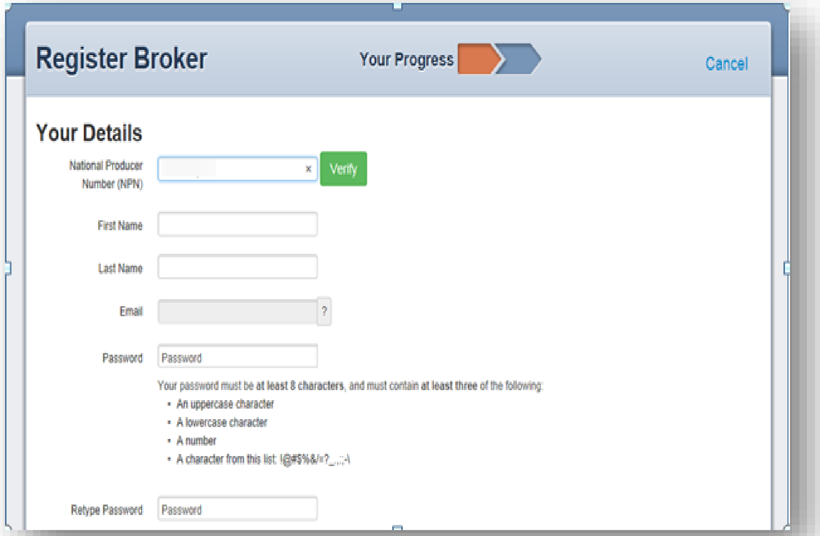
Centene Medicare Broker Services

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.

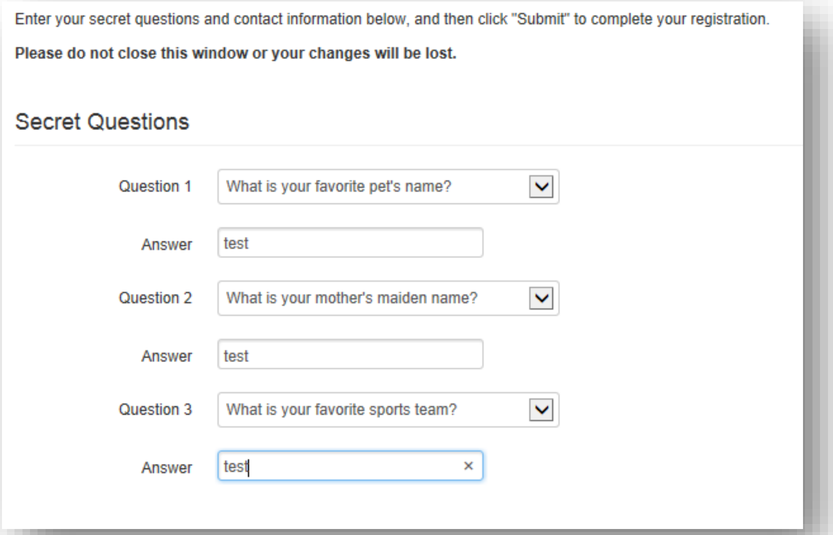
Note: The link to complete verification is only valid for **48 hours**. If you do not see the verification in your inbox, check your junk and spam folders.

Self-registration

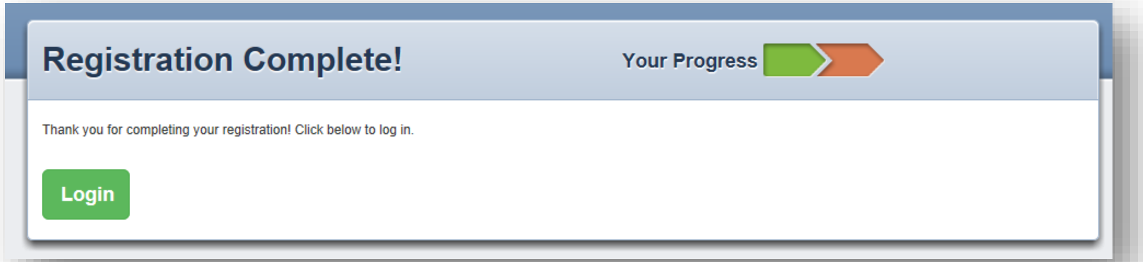
Step 8: Create a password



Step 9: Create security questions



Step 10: Once completed, click **Submit**



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

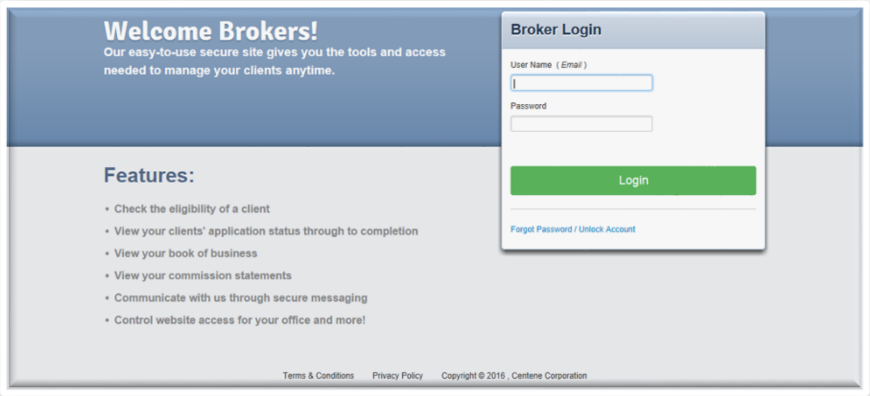
The Broker Portal offers brokers the following tools:

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

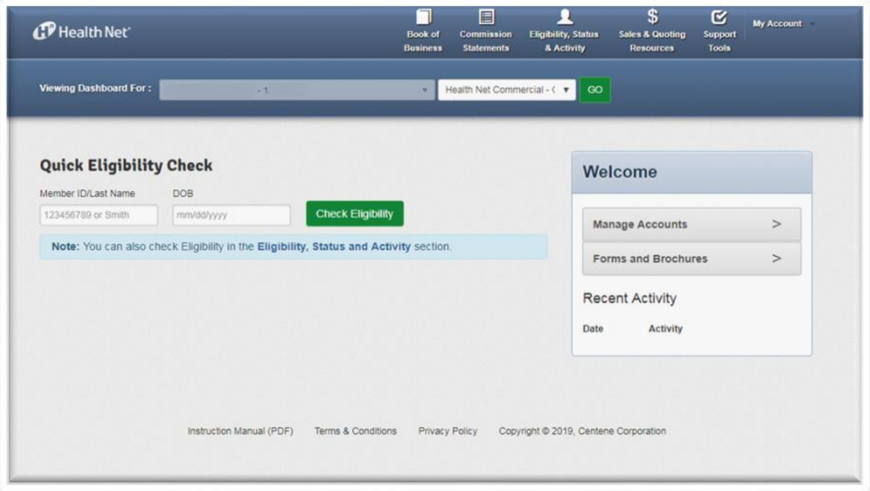
Broker Portal Navigation

Logging In

https://broker.brokersecureportal.com



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



Broker Portal Navigation

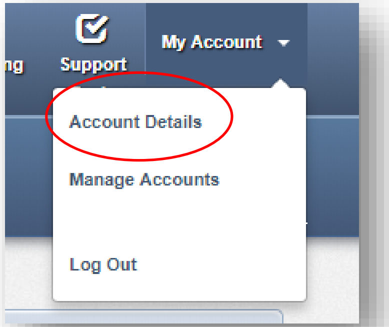
From the landing page

- **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.

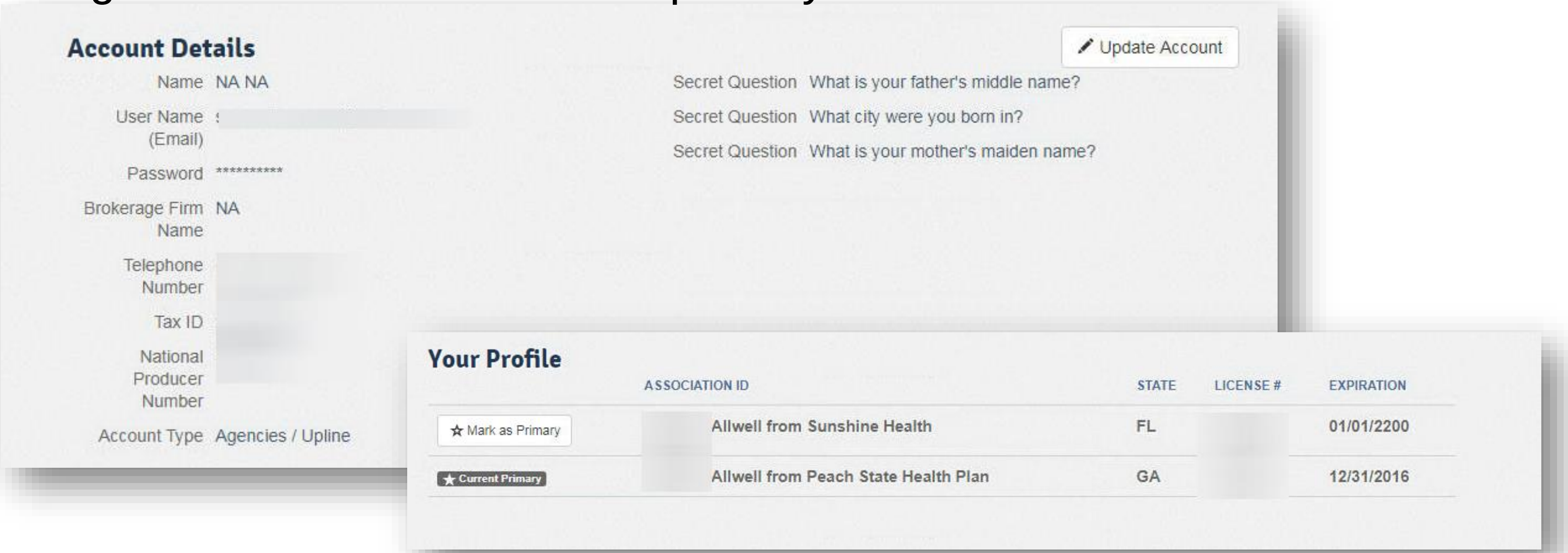
Broker Portal Navigation

Account Details

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



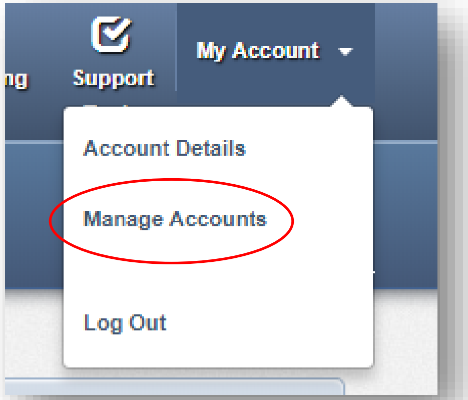
The user can also update passwords, security questions, and designate which license/state is primary on their account.

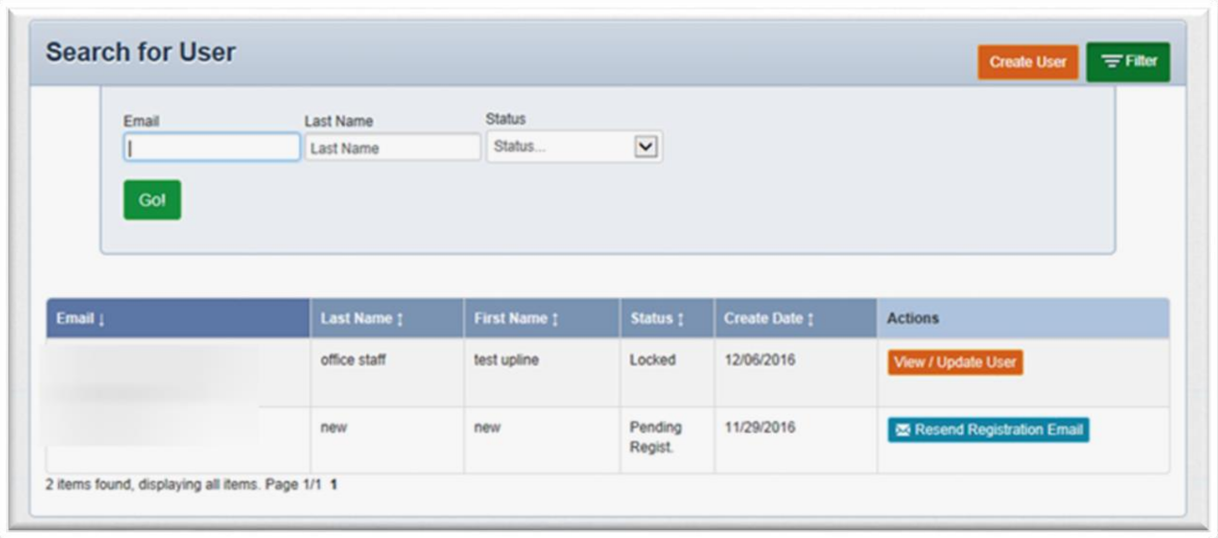


Broker Portal Navigation

Manage and Create Office Staff Users

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





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*

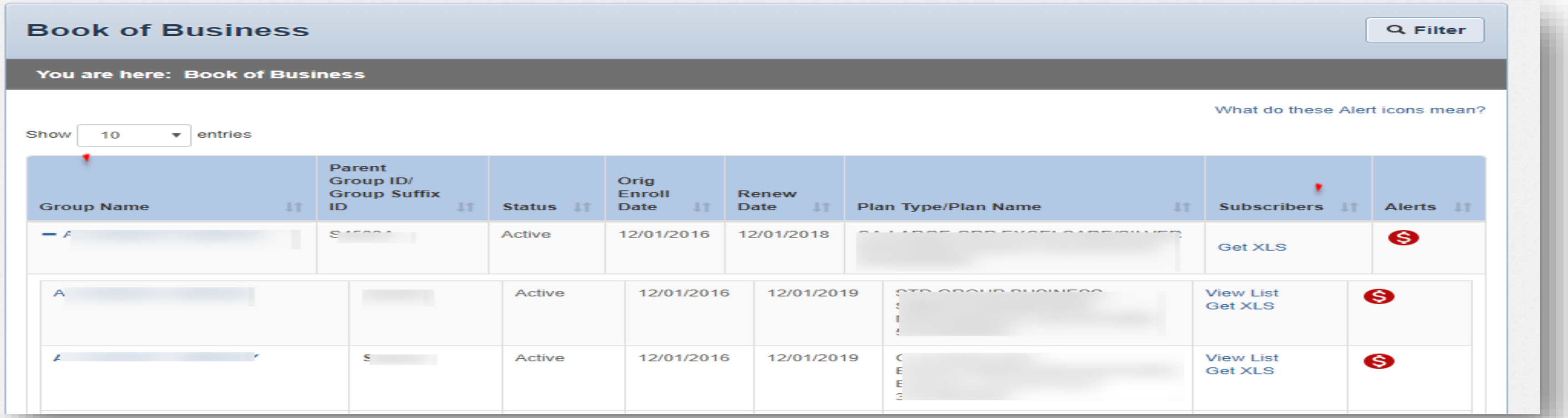
Book of Business

Navigating to the Book of Business

Group list will populate automatically

Sort by Column

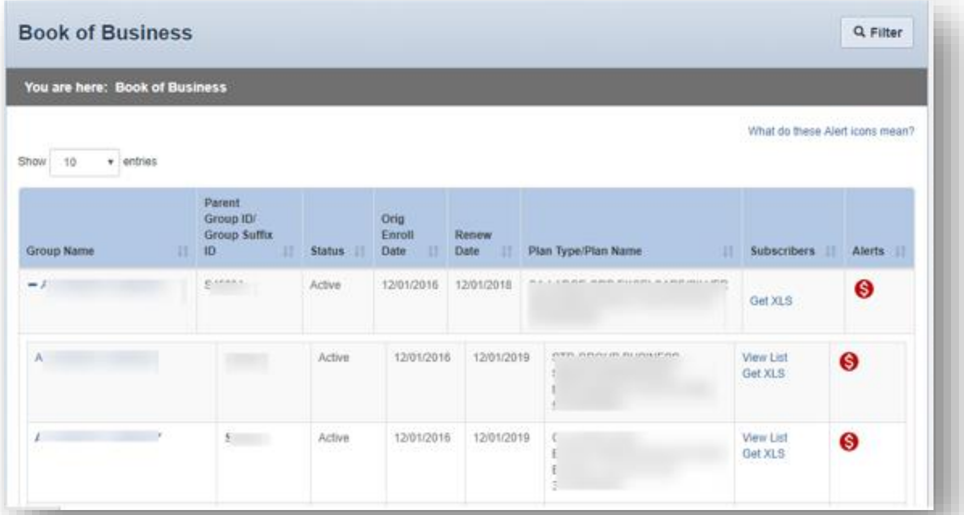
Print Subscriber Lists



Book of Business

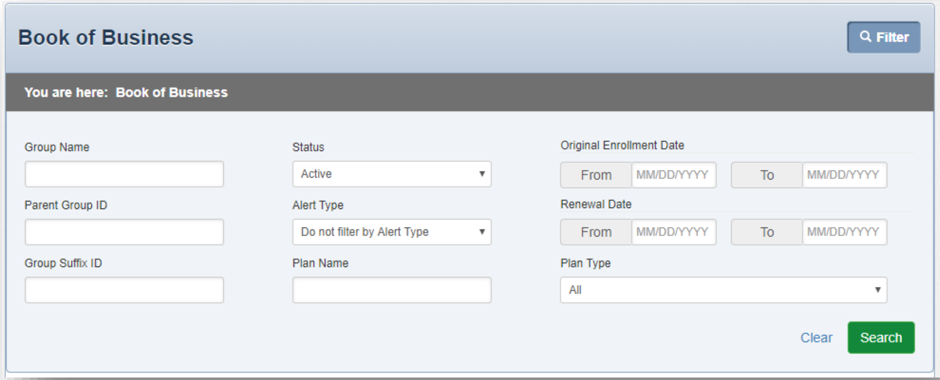
Data elements shown are:

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



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

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

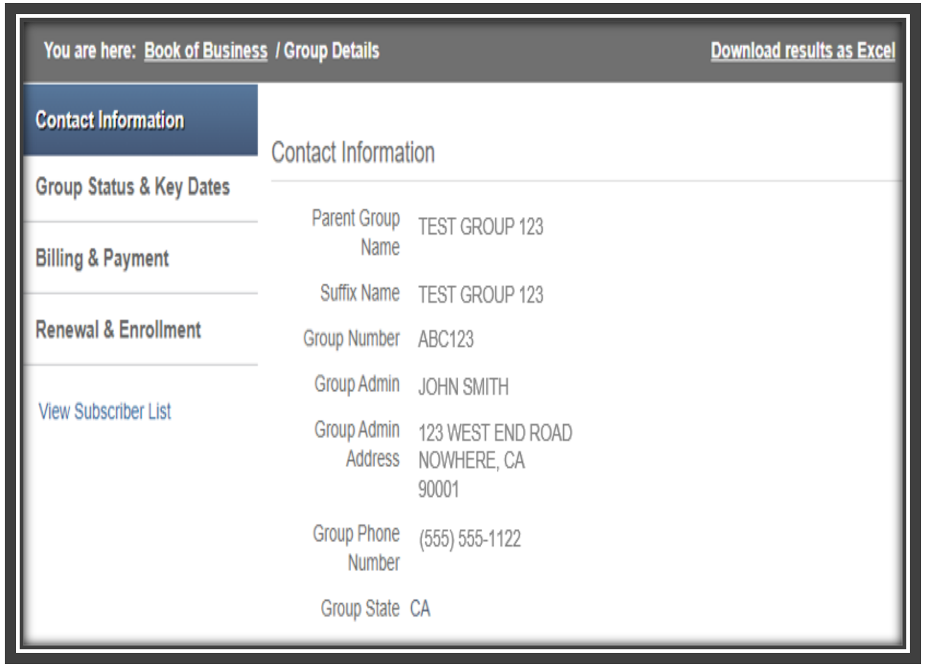
- The parent group is bolded for ease of reference
- Each child group is hyperlinked to take the broker into the Group details
- The *Get XLS* link at the parent group level will download a complete list of all subscribers in the groups tied to the parent group
- For a child group, the *View List* will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

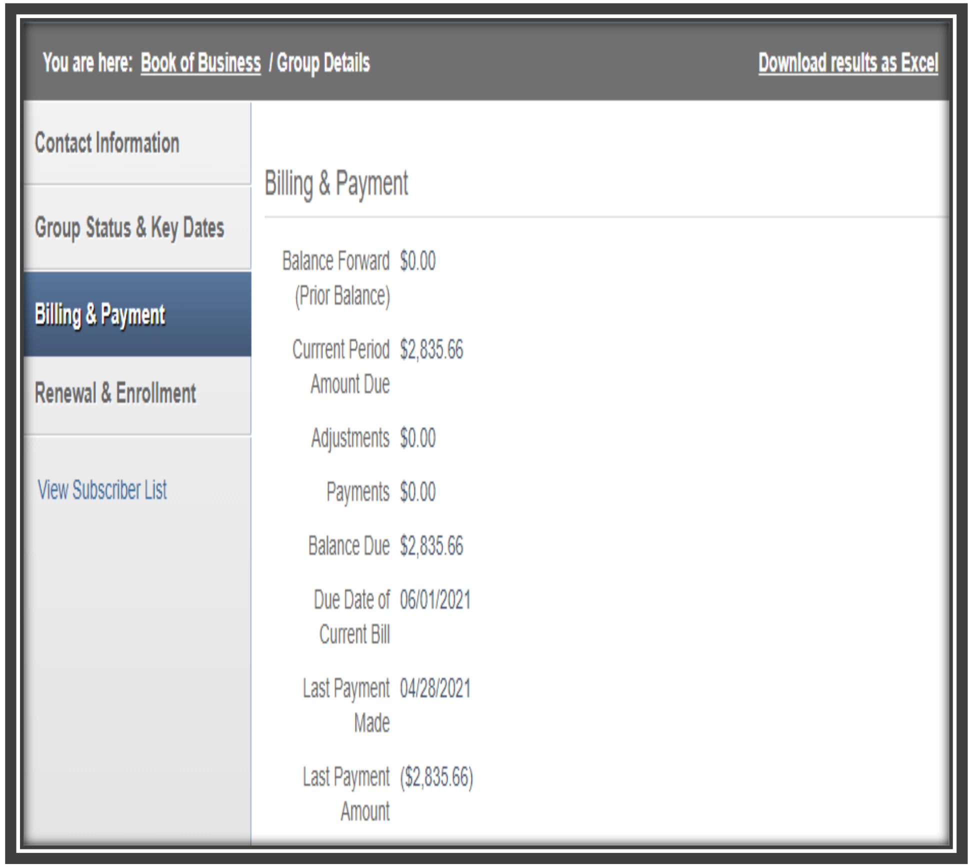
- Contact Information
- Group Status
- Active Subscribers/Members
- Cancelled Subscribers
- Group SIC Code
- Rating Type
- Original Effective Date
- Parent Group Effective Date
- Suffix Effective Date
- Cancellation Date



Book of Business

View Group Details cont…

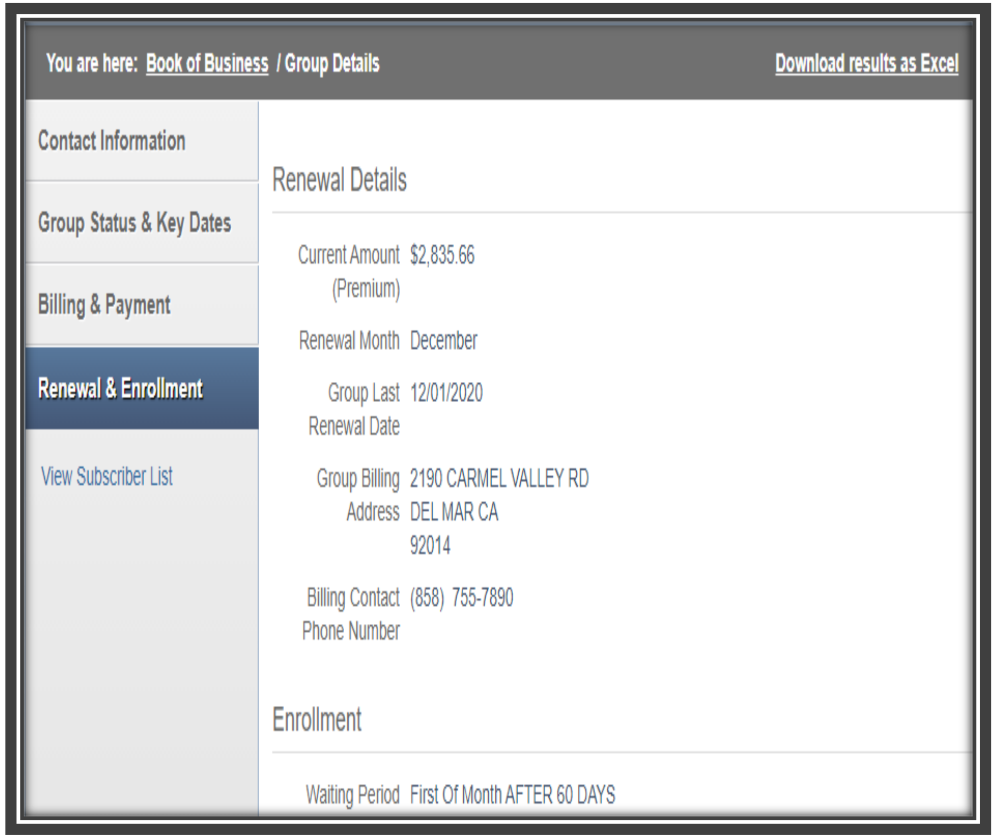
- Balance Forward
- Current Period Amount Due
- Adjustments
- Payments
- Balance Due
- Due Date of Current Bill
- Last Payment Made
- Last Payment Amount



Book of Business

View Group Details continued…

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



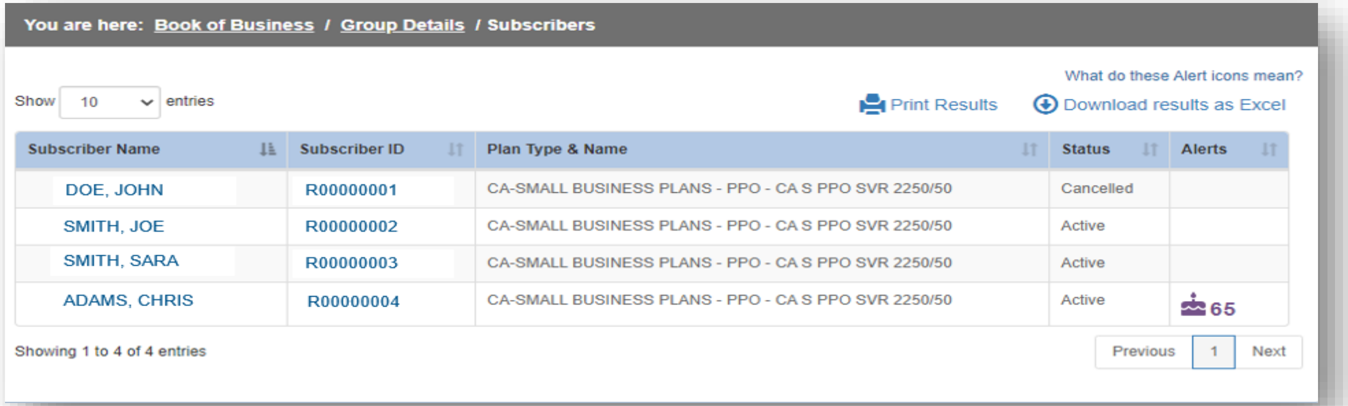
Book of Business

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

What do these Alert icons mean?

Show 10 entries

Print Results

Download results as Excel

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

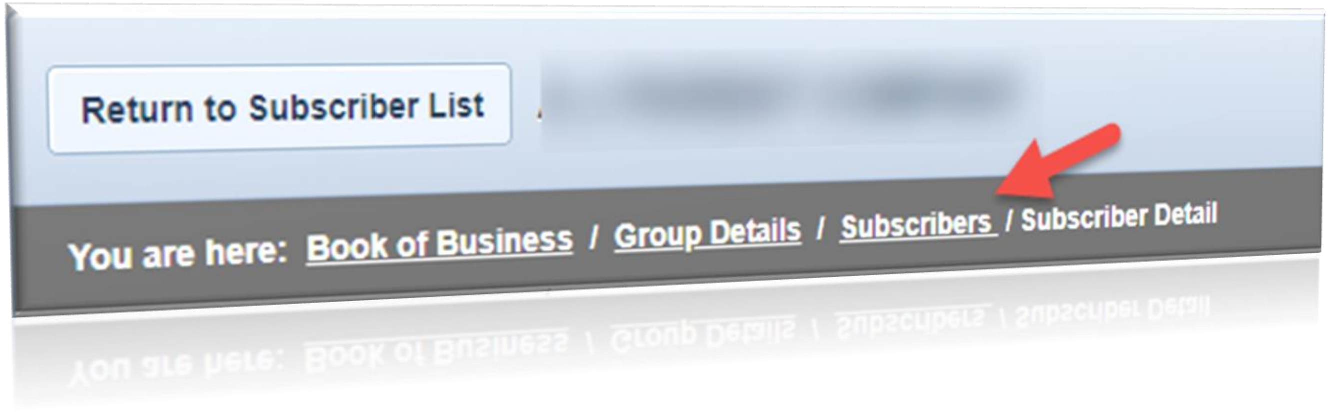
Showing 1 to 4 of 4 entries

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.

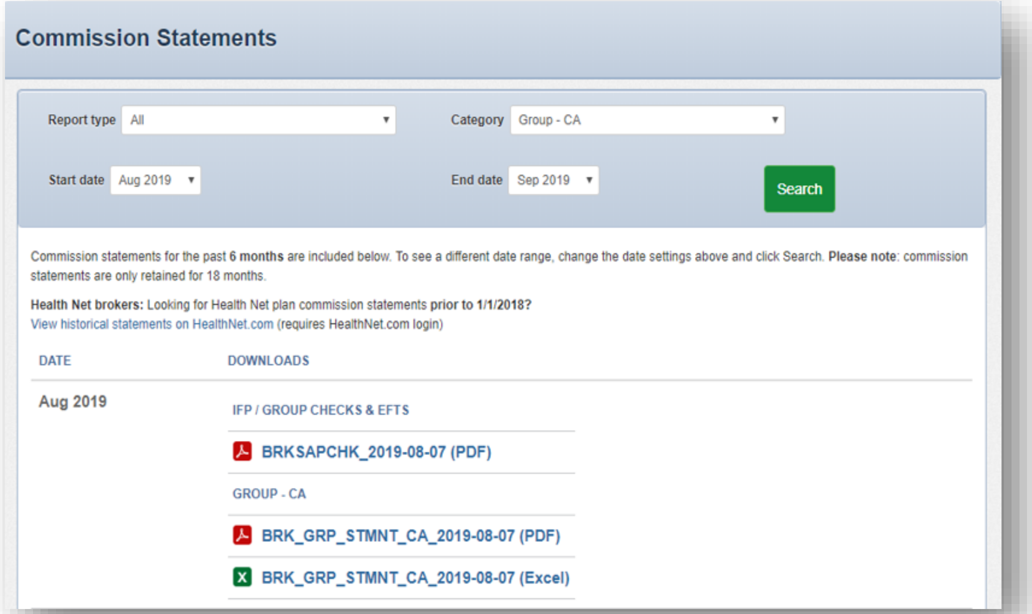


Common Tools: *Commissions*

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)



Common Tools: *Eligibility, Status & Activity*

Eligibility, Status & Activity

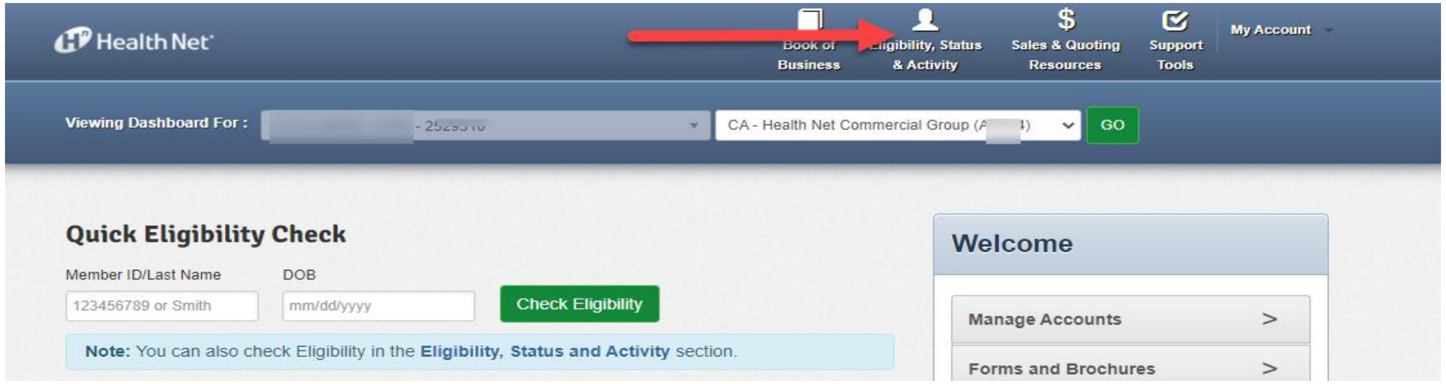
FIRST TIME USER SCENARIO

Overview of the Tool

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

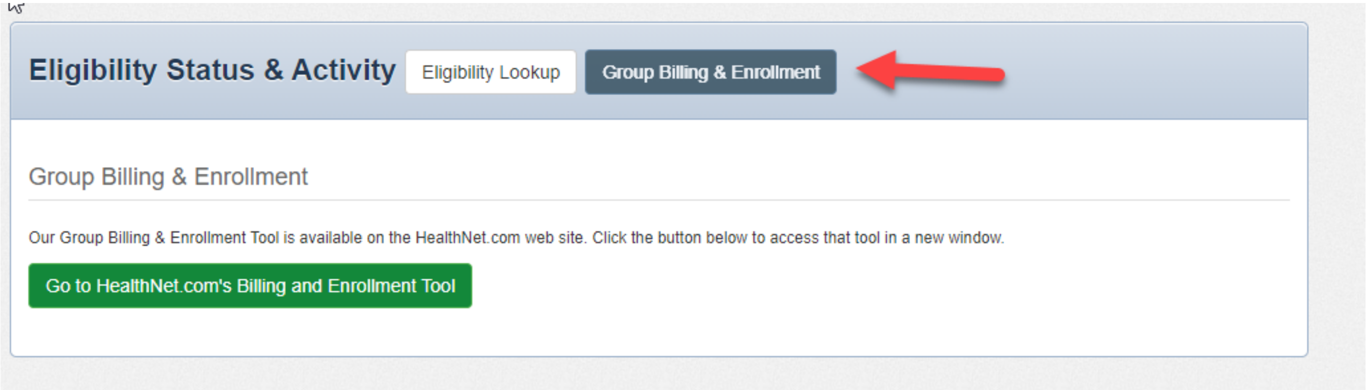
Quick Eligibility Check

- Enter Member ID/Last Name
- Date of Birth



Group Billing & Enrollment

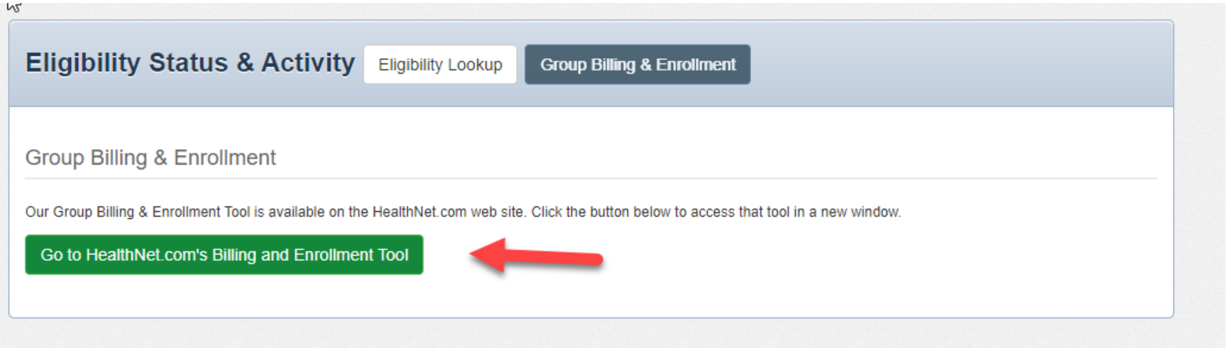
- A quick link will take the broker to the www.Healthnet.com supported broker portal tools



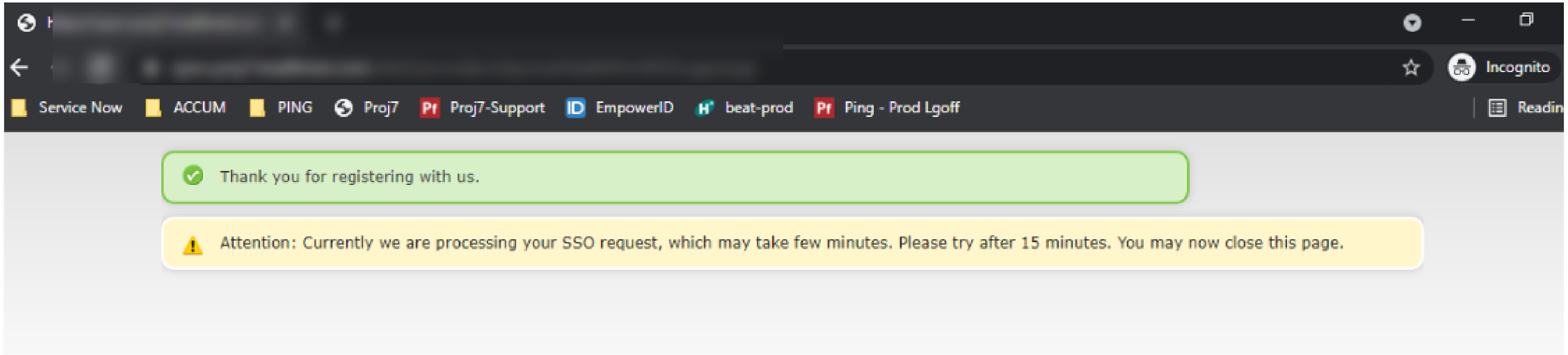
Eligibility, Status & Activity

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



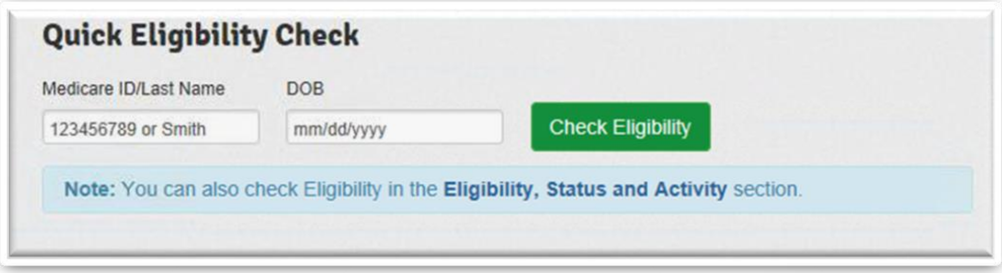
Note: The user can close the window, and after a few minutes (no more than 15).

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.



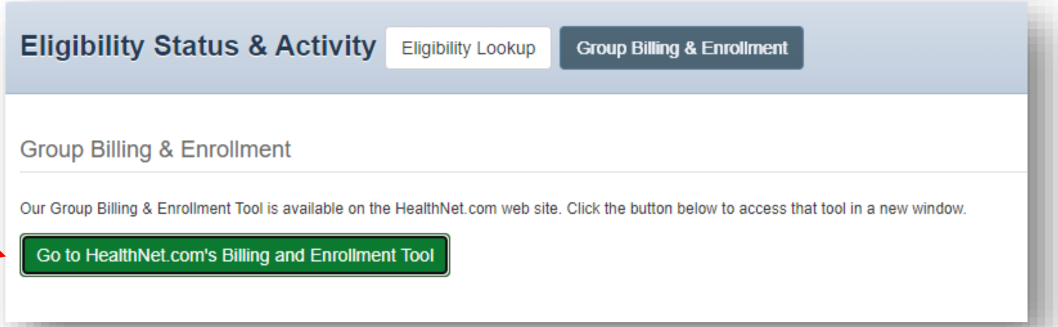
Quick Eligibility Check
- Enter Member ID/Last Name
- Date of Birth

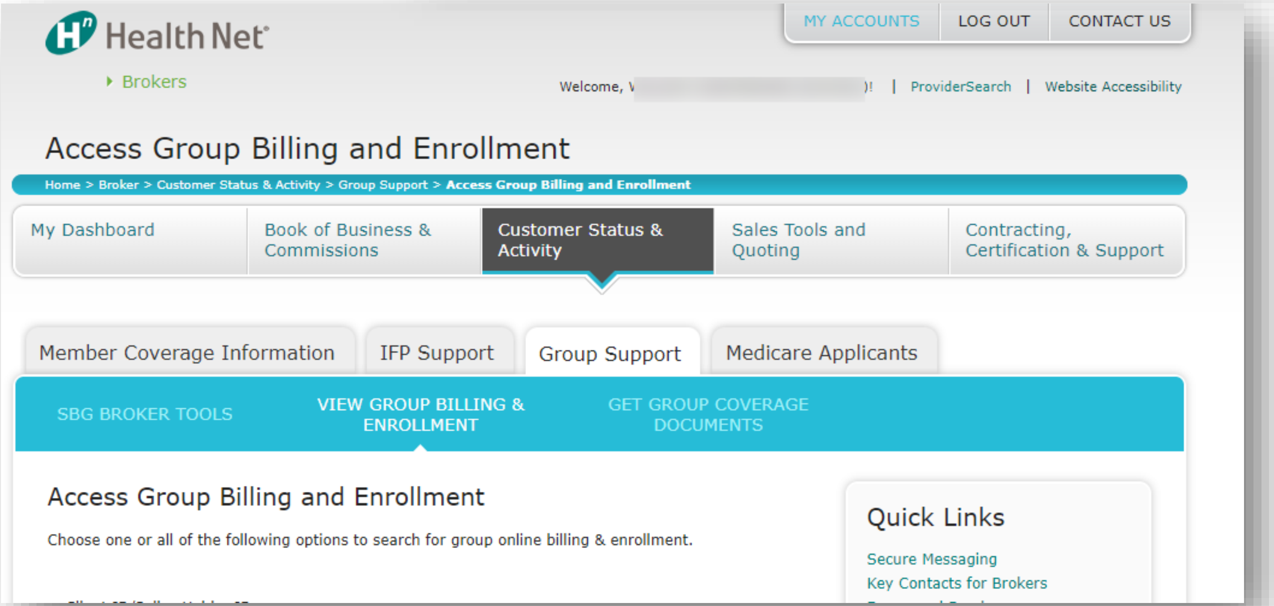
Group Billing & Enrollment
- A quick link will take the broker to the www.Healthnet.com supported broker portal tools

Eligibility, Status & Activity

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

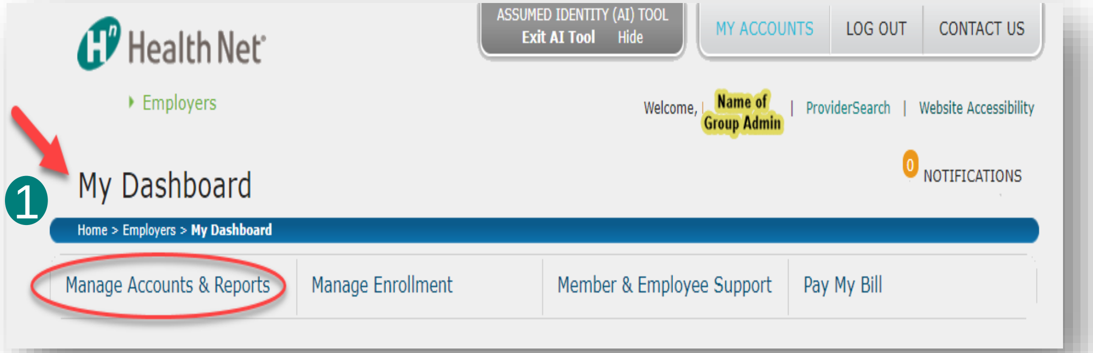
Step 1 - From the Employer Portal, the employer can grant Brokers access through *Manage Accounts & Reports* to make enrollment changes, view and pay bills online and more…

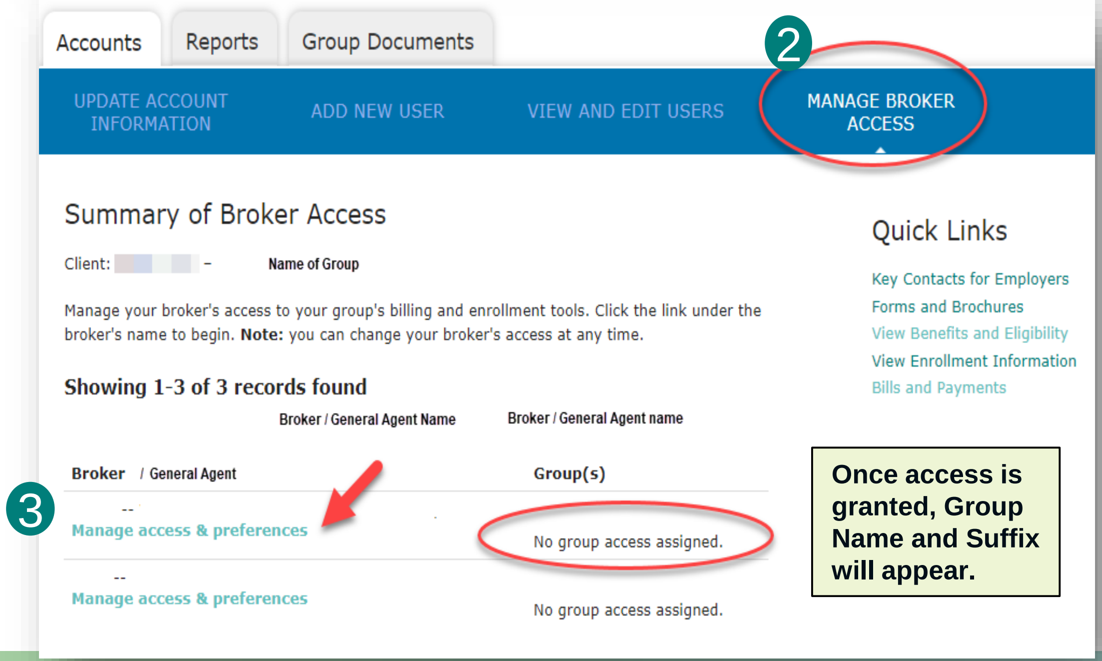
Step 2 – Navigate to *Manage Broker Access*

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

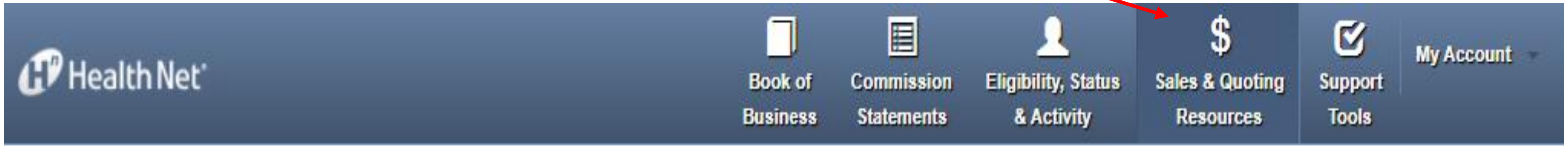




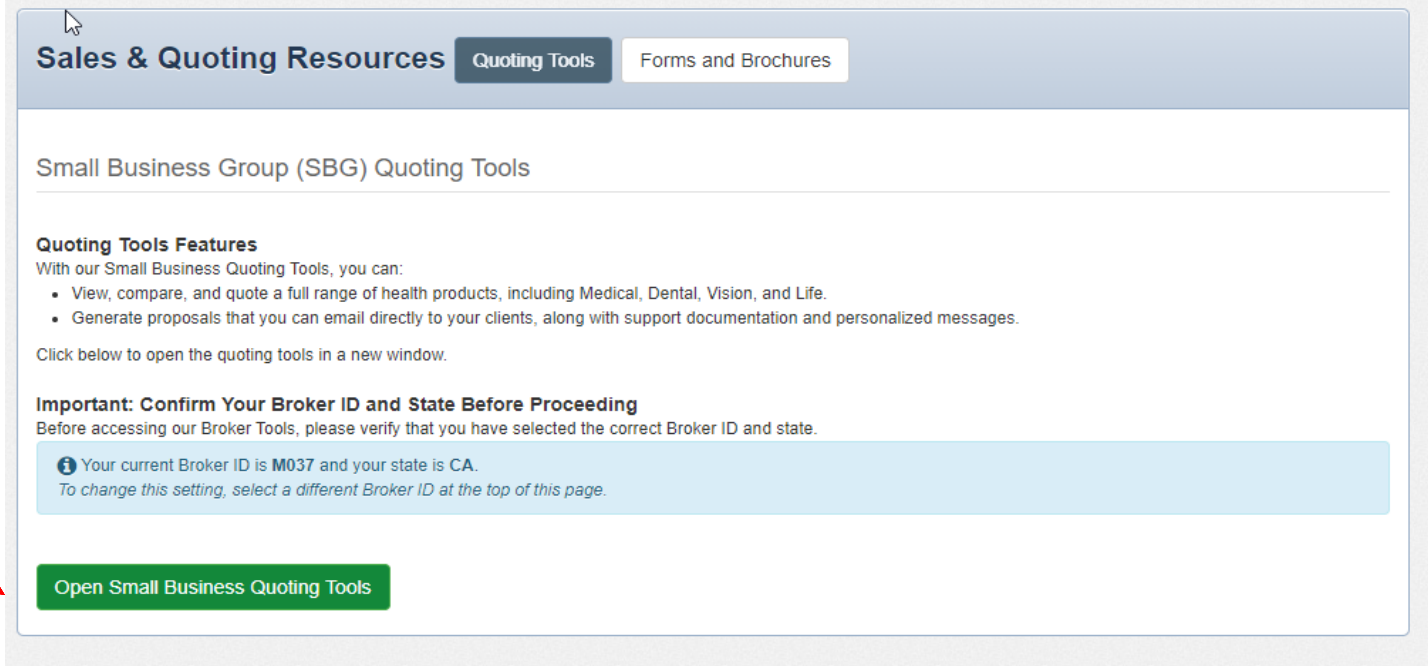
Common Tools: *Sales & Quoting Tools*

Sales & Quoting Tools

Now Featuring Group Quoting Tools

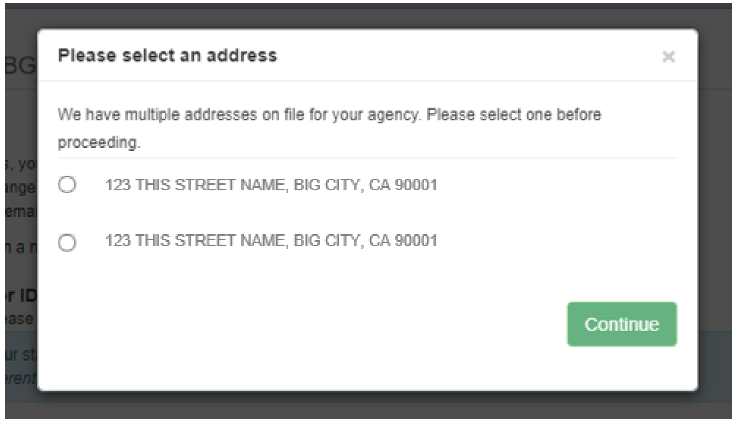


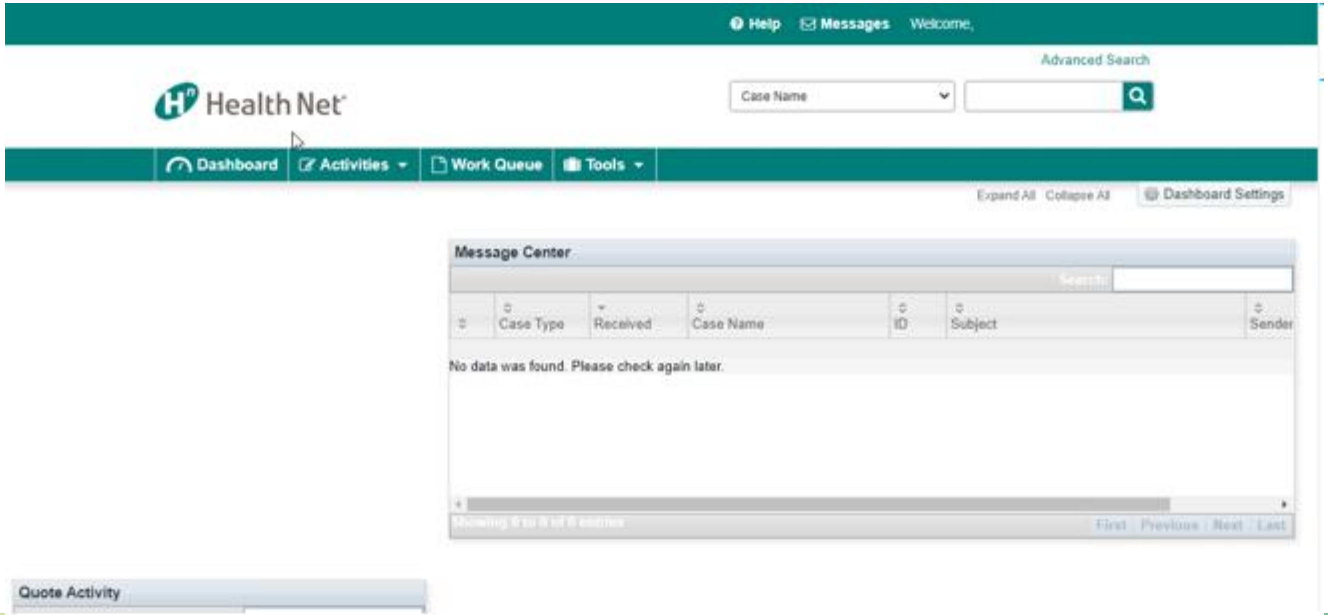
Easy Navigation to Health Net's Broker Quoting Tool



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.

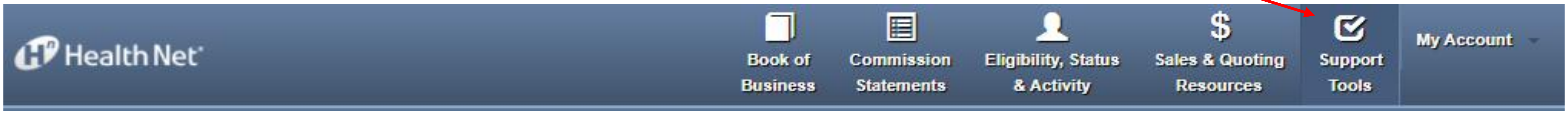




Welcome to our Quoting Tool landing page

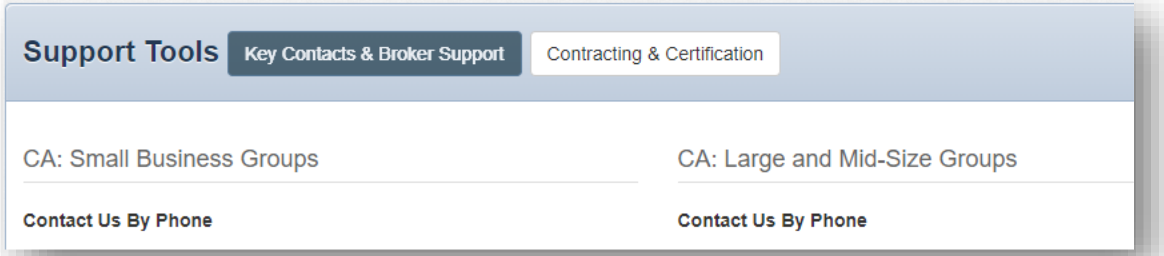
Common Tools: *Support Tools*

Support Tools



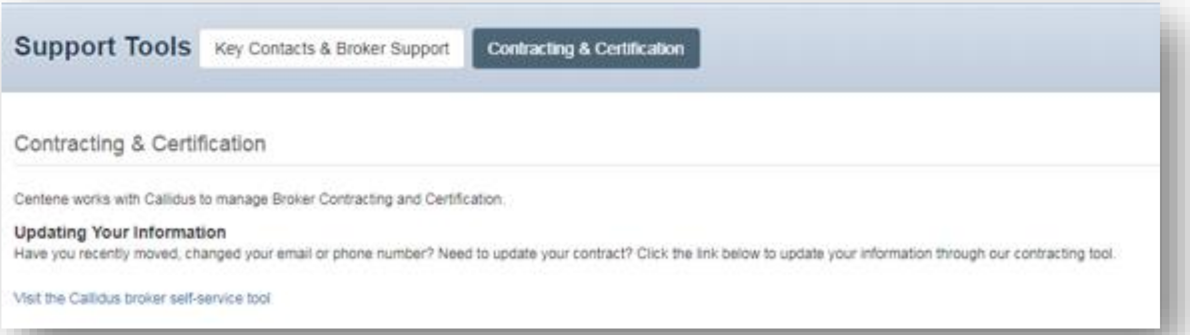
Overview of the Tool

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.
www.healthnet.com/brokers