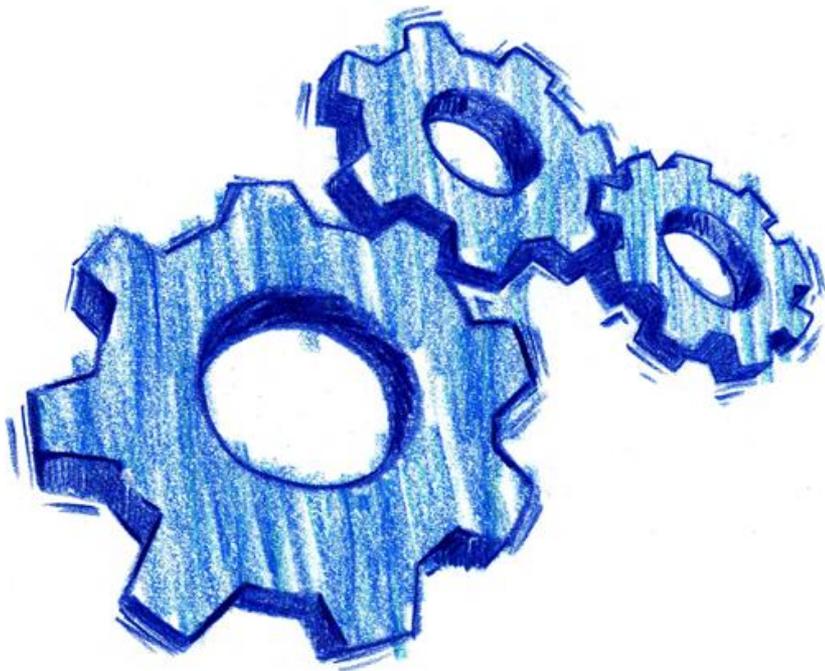


Health Net Broker Portal Overview for California

Individual & Small Business Group



Welcome Brokers!

You are a part of Health Net and we want to provide you with tools that help you every step along the way.

Within this presentation, we have compiled useful information about our *Broker Portal* that will support you on your journey within Health Net and help answer any questions you may have. You have user-friendly features at your fingertips that save you time and get the results quickly and conveniently. We know it can be challenging to manage your individual and group accounts, so this should make it simple to use and easy to understand.

Not registered yet? 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 for assistance.

It's one more way Health Net continues to make doing business with us even easier!

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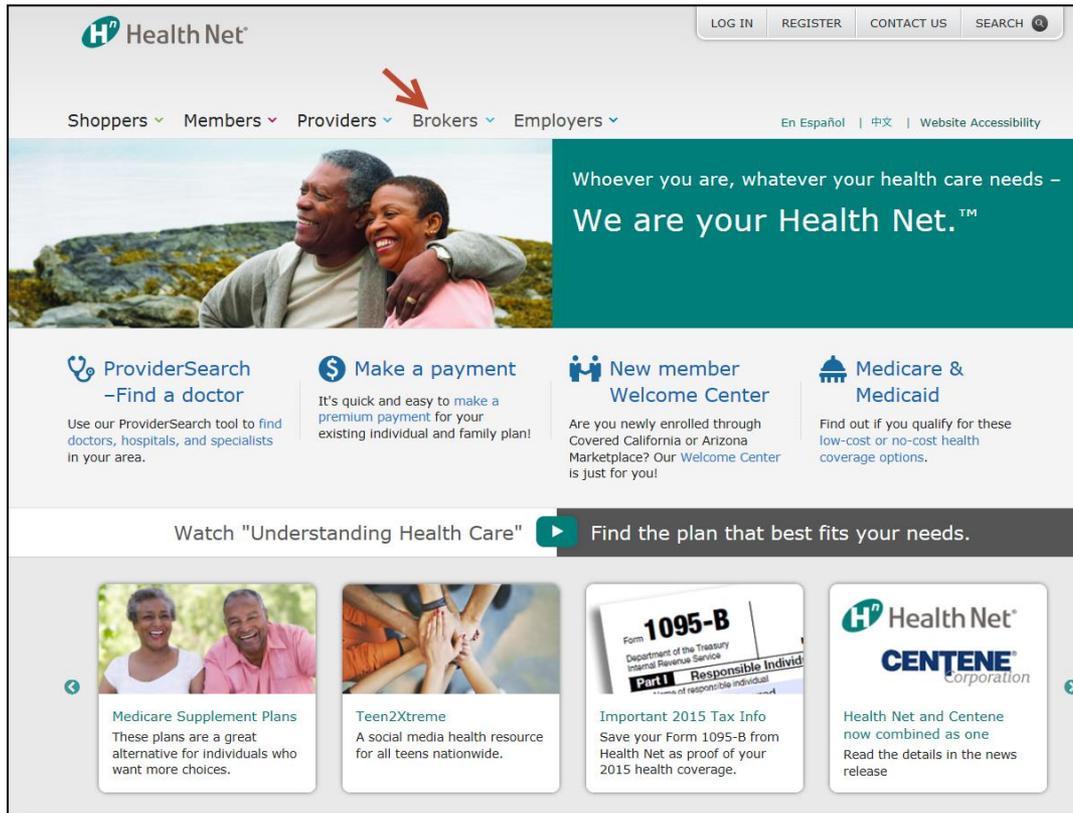
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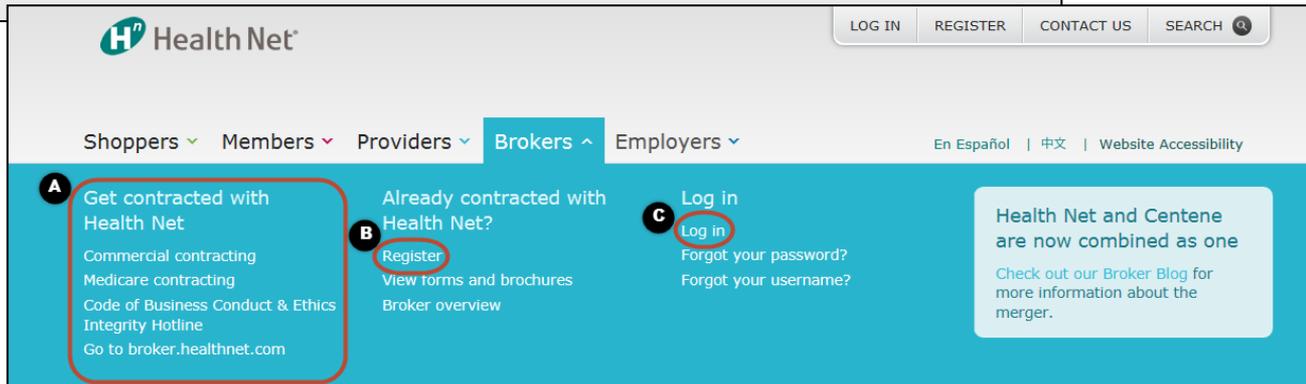
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Offering digital solutions to you, our broker partners, enabling your ability and find the information needed quickly and better serve Health Net's customers.

The Broker portal is accessible from the HealthNet.com home page on the top navigation, leading to the pre-login broker portal landing page.

- A. Click here if you want to be contracted with Health Net.
- B. Click here to register and create your account with us.
- C. Log in to the broker portal (if you are already registered with us.)



Account Profile Management – Manage My Account

Health Net®
Brokers

MY ACCOUNTS LOG OUT CONTACT US SEARCH

Welcome, Bob Broker ProviderSearch Website Accessibility

Broker Information

Home > Broker > My Accounts > View & Manage My Account > Broker Information

My Dashboard Book of Business & Commissions Customer Status & Activity Sales Tools and Quoting Contracting, Certification & Support

Manage My Account Communication Preferences View & Manage Broker Accounts

BROKER INFORMATION CHANGE EMAIL ADDRESS CHANGE PASSWORD CHANGE PASSWORD HINT CHANGE SIGN-IN SEAL

Welcome, Bob Broker

Broker ID: UPDATE MY INFORMATION

User Name:

Email:

Association ID:

Brokerage Firm Name: Bob Broker

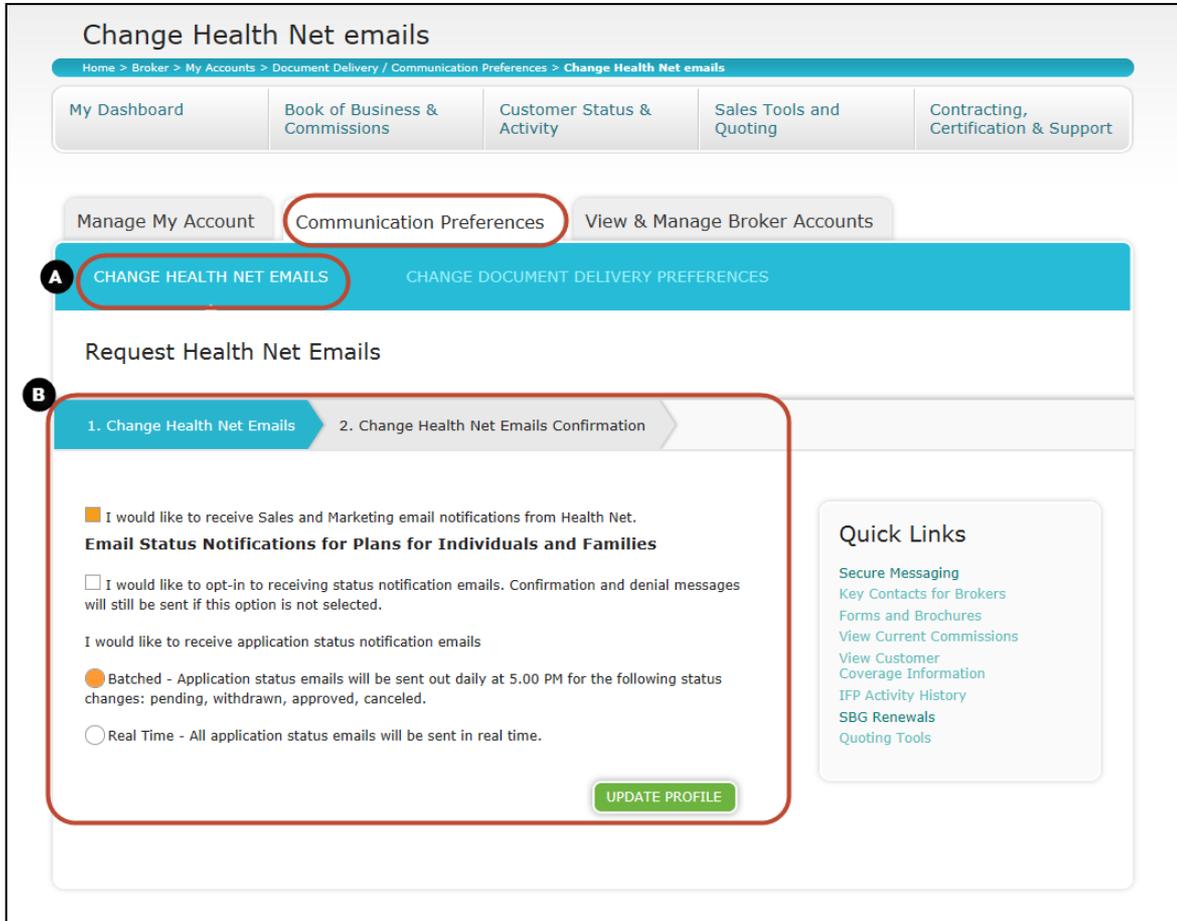
Account Status: Active

Brokerage Firm Information :
1111 Somewhere Blvd,
Anywhere, st, zip

Broker account management profile. Click on *My Accounts* at the top of the page to reach this section:

- A. This section provides information to manage your personal account and your broker information. Update personal information, view brokerage firm information, license information and renewal notification updates.
- B. Change email address, change password, change password hint, change sign-in seal.
- C. Click here to search for providers by location, provider name/ID or plan/network.

Account Profile Management – Communication Preferences: Change Health Net Emails



Change Health Net emails

Home > Broker > My Accounts > Document Delivery / Communication Preferences > Change Health Net emails

My Dashboard | Book of Business & Commissions | Customer Status & Activity | Sales Tools and Quoting | Contracting, Certification & Support

Manage My Account | **Communication Preferences** | View & Manage Broker Accounts

A CHANGE HEALTH NET EMAILS | CHANGE DOCUMENT DELIVERY PREFERENCES

Request Health Net Emails

B 1. Change Health Net Emails | 2. Change Health Net Emails Confirmation

I would like to receive Sales and Marketing email notifications from Health Net.
Email Status Notifications for Plans for Individuals and Families

I would like to opt-in to receiving status notification emails. Confirmation and denial messages will still be sent if this option is not selected.

I would like to receive application status notification emails

Batched - Application status emails will be sent out daily at 5.00 PM for the following status changes: pending, withdrawn, approved, canceled.

Real Time - All application status emails will be sent in real time.

UPDATE PROFILE

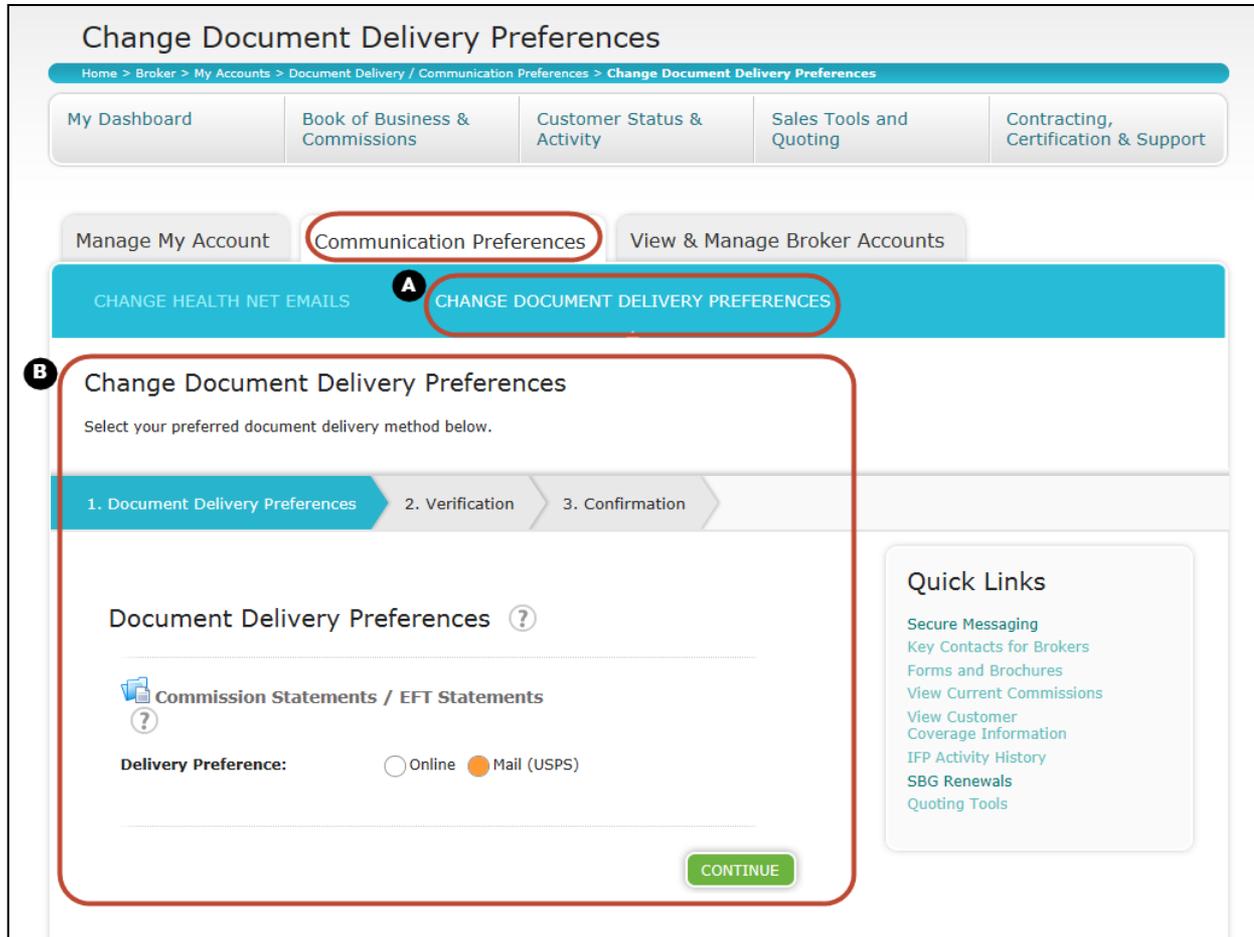
Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- View Customer Coverage Information
- IFP Activity History
- SBG Renewals
- Quoting Tools

Communication Preferences is the next tab under *My Account* where you are able to:

- A. Change Health Net email preferences, request emails and receive status notifications.
- B. Opt in or out of Health Net communication. Opt in to batched or real time application status updates.

Account Profile Management – Communication Preferences: Change Document Delivery Preference



Change Document Delivery Preferences

Home > Broker > My Accounts > Document Delivery / Communication Preferences > Change Document Delivery Preferences

My Dashboard | Book of Business & Commissions | Customer Status & Activity | Sales Tools and Quoting | Contracting, Certification & Support

Manage My Account | **Communication Preferences** | View & Manage Broker Accounts

CHANGE HEALTH NET EMAILS | **CHANGE DOCUMENT DELIVERY PREFERENCES**

Change Document Delivery Preferences

Select your preferred document delivery method below.

1. Document Delivery Preferences | 2. Verification | 3. Confirmation

Document Delivery Preferences ?

Commission Statements / EFT Statements ?

Delivery Preference: Online Mail (USPS)

CONTINUE

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- View Customer Coverage Information
- IFP Activity History
- SBG Renewals
- Quoting Tools

Once again in the *Communication Preferences* tab:

- You can change your document delivery preferences.
- Document delivery can be set to online or mail for your commission statements. Make sure to verify and confirm your selection.

Account Profile Management – View & Manage Broker Accounts

View & Manage Broker Accounts

Home > Broker > My Accounts > View & Manage Broker Accounts > View & Manage Broker Accounts

My Dashboard
Book of Business & Commissions
Customer Status & Activity
Sales Tools and Quoting
Contracting, Certification & Support

Manage My Account
Communication Preferences
View & Manage Broker Accounts

Welcome, Bob Broker

Broker ID: User Name: Email: Association ID: Brokerage Firm Name: Bob Broker Account Status: Active	Brokerage Firm Information : 1111 Somewhere Blvd, Anywhere, st, zip
--	---

MANAGE BROKER ACCOUNTS
NEW BROKER ACCESS

Manage Broker Accounts

- No search results were found for your search. Please try again.

Broker Info

Bob Broker
 1111 Somewhere Blvd,
 Anywhere, st, zip

Broker/Associate List

Web Account	Last Name, First Name	User Type	Phone	DOI / Lic Exp Date	Status
Page 0 / 0					

Quick Links

- [Secure Messaging](#)
- [Key Contacts for Brokers](#)
- [Forms and Brochures](#)
- [View Current Commissions](#)
- [View Customer Coverage Information](#)
- [IFP Activity History](#)
- [SBG Renewals](#)
- [Quoting Tools](#)

Previous | Next

CREATE USER

View & Manage Broker Accounts is the third tab under My Accounts where brokers can view and manage personal information, broker/ associate list and set up access for new brokers:

- A. From *Manage Broker Accounts*, you can create new users, delegate features and disable users on the account.
- B. Make sure you click to create a new user at the bottom.

Account Profile Management – View & Manage Broker Accounts *(continued)*

A

Web Account	Last Name, First Name	User Type	Phone	DOI / Lic Exp Date	Status
bbroker		Contracted Broker Associate	999 999 9999		Active
Cbroker		Contracted Broker Associate	999 999 9999		Active
Abroker		Contracted Broker Associate	999 999 9999		Active

Still under Manage Broker Accounts from the previous page, you will see the following after clicking create user:

- A. Broker/Associate list information with web account name, username, user type, phone number, license information, and status.
- B. Allow/deny features: Click on the web account name to open specified account, and delegate features and access to the user.
- C. Delete or disable users on the account then update information.

Manage Broker

Name :
 Email :
 Status: Enabled

B

Allow	Deny	Role
<input type="radio"/>	<input checked="" type="radio"/>	New Business Quote & Proposal
<input type="radio"/>	<input checked="" type="radio"/>	New Business Quote Activity
<input type="radio"/>	<input checked="" type="radio"/>	Quoting Profile/Underwriting <small>Note: for Broker Associates, this controls the user's access to the Quoting Profile. For GA Associates, this controls the user's access to Underwriting functionality.</small>
<input type="radio"/>	<input checked="" type="radio"/>	SBG Renewals
<input type="radio"/>	<input checked="" type="radio"/>	Book of Business
<input type="radio"/>	<input checked="" type="radio"/>	IFP Activity History
<input type="radio"/>	<input checked="" type="radio"/>	View BoB Commissions Data <small>Note: granting access to Commissions Data means this Broker will be able to view all Commissions Data for the firm, not just their own.</small>
<input type="radio"/>	<input checked="" type="radio"/>	Renewal Quote Activity
<input type="radio"/>	<input checked="" type="radio"/>	51-100 Group New and Renewal Quoting
<input type="radio"/>	<input checked="" type="radio"/>	View Group Billing & Enrollment

C

Delete this user account
 Disable this user account

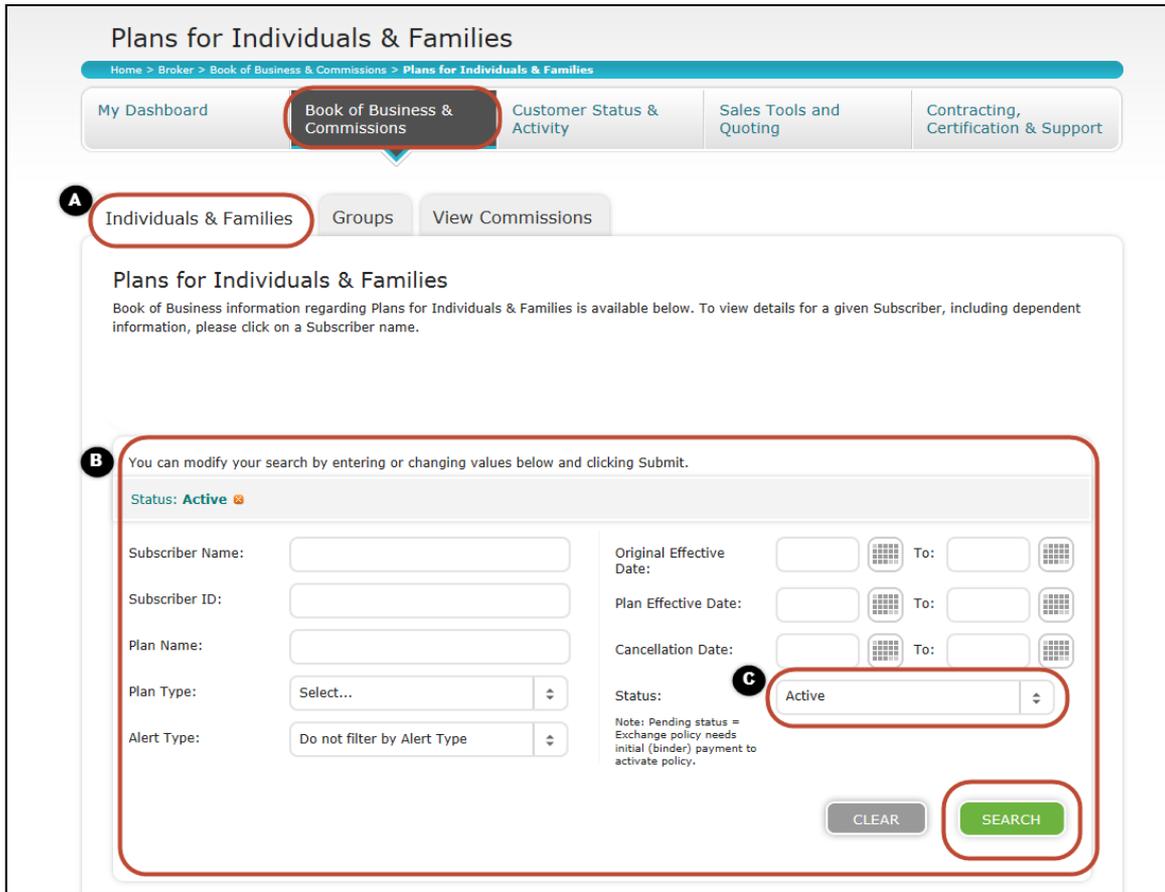
BACK UPDATE

My Dashboard – View Member Coverage

This is the Dashboard you will always see first after logging in to the broker portal:

- A. Rotating broker news carousel
- B. Alerts specific to you and your Book of Business
- C. Existing and onboarding member lookup capability at your fingertips
- D. Quick Links to frequently accessed features including *Forms and Brochures*
- E. Portal tour for newly registered brokers

Book of Business – Individuals & Families



Plans for Individuals & Families

Home > Broker > Book of Business & Commissions > Plans for Individuals & Families

My Dashboard **Book of Business & Commissions** Customer Status & Activity Sales Tools and Quoting Contracting, Certification & Support

A Individuals & Families Groups View Commissions

Plans for Individuals & Families

Book of Business information regarding Plans for Individuals & Families is available below. To view details for a given Subscriber, including dependent information, please click on a Subscriber name.

B You can modify your search by entering or changing values below and clicking Submit.

Status: Active 🗨

Subscriber Name:

Subscriber ID:

Plan Name:

Plan Type:

Alert Type:

Original Effective Date: To:

Plan Effective Date: To:

Cancellation Date: To:

Status: **C**

Note: Pending status = Exchange policy needs initial (binder) payment to activate policy.

The broker Book of Business tab provides you with a variety of member information at your finger tips:

- A. Individual & Families tab:
- For individuals and family members, on and off exchange, including on-exchange members in a pending status.
- B. Filters enable more precise searching capabilities by:
- Subscriber ID & name
 - Plan & alert type
 - Original effective date
 - Plan effective date
 - Status
- C. Status of member:
- Status auto-defaults to Active.
 - Select status of member by choosing from dropdown list then click *Search*.

Book of Business – Individuals & Families (continued)

The screenshot shows a web interface for a Book of Business. At the top, there are three callouts: A (download and print icons), B (Showing 1 - 25 of 25 Members), and C (Go to page 1 of 1). Below this is a table with columns: Subscriber Name, Subscriber ID, Plan Type & Name, Official Enrollment Date, Plan Effective Date/ Cancellation Date, Status, Broker ID, and Alerts. Three subscribers are listed: John Smith, Joe Smith, and Jane Smith. Callout D highlights the Subscriber Name column, and callout E highlights the Alerts column, which contains dollar sign icons.

Subscriber Name	Subscriber ID	Plan Type & Name	Official Enrollment Date	Plan Effective Date/ Cancellation Date	Status	Broker ID	Alerts
Smith, John	R000001	COMMUNITYCARE HMO EXCHANGE/ CA I CC HMO SVR 73 EX	01/01/2016	01/01/2016	Active	AH813	\$
Smith, Joe	R000002	COMMUNITYCARE HMO EXCHANGE/ CA I CC HMO SVR 73 EX	01/01/2016	01/01/2016	Active	AH813	\$
Smith, Jane	R000003	COMMUNITYCARE HMO EXCHANGE/ CA I CC HMO SVR 94 EX	01/01/2016	01/01/2016	Active	AH813	\$

Search results for individuals that can be sorted by columns, downloaded or printed:

- A. Download excel file or print results.
- B. Show number of members on current page.
- C. Jump to a specific page.
- D. List of subscriber names.
- E. Payment has not been received for past-due bill (to see a full description of icons/alerts, see slide 45).

Note: To find specific information on subscribers, click on the subscriber's name. Details of subscriber will then populate. See next slide.

Book of Business – Individuals & Families: Subscriber Details

Subscriber Details: SMITH JOHN  

A [VIEW SCHEDULE OF BENEFITS](#) **B** [Download Evidence Of Coverage as a PDF document](#)

C **Subscriber Details** | Dependent Details | Billing / Rate / Renewal Information

Contact Information		Subscriber Status	
Subscriber Name	Smith John	Status	Active
Subscriber ID		Plan Type	COMMUNITYCARE HMO EXCHANGE
Physical Address	1111 Somewhere Blvd, Anywhere, st, zip	Plan Name	CC HMO SVR 73 EX
Billing Address	1111 Somewhere Blvd, Anywhere, st, zip	Medical Plan Codes	
County	Somewhere County	Ancillary Products	
DOB	01/01/1950	Key Dates	
Age		Original Effective Date	02/01/2016
Home Phone Number		Plan Effective Date	02/01/2016
Work Phone Number		Cancellation Date	

Subscriber Details allows you to drill-down to view specific member details:

- A. View the Schedule of Benefits for this subscriber based on current plan.
- B. Download the available Evidence of Coverage (EOC) in PDF form.
- C. Subscriber details such as:
 - Subscriber name
 - ID
 - Address
 - Status
 - Plan type
 - Effective dates
 - Physical address
 - Billing address
 - County of subscriber

Book of Business – Individuals & Families: Dependent Details

Subscriber Details: SMITH JOHN  

[VIEW SCHEDULE OF BENEFITS](#) [Download Evidence Of Coverage as a PDF document](#)

Subscriber Details **Dependent Details** Billing / Rate / Renewal Information

A

Name	Relation	Physical Address	DOB	Age	Status	Mbr Eff Date	OAD 
Smith, Jane		1111 Somewhere Blvd, Anywhere, st, zip	01/01/2000	16	Active	08/01/15	No
Smith, Joe		1111 Somewhere Blvd, Anywhere, st, zip	01/01/2001	15	Active	08/01/15	No
Smith, Jill		1111 Somewhere Blvd, Anywhere, st, zip	01/01/2002	14	Cancelled	08/01/15	No

The Dependent Details tab shows all dependents associated with subscriber.

- A. Detailed information regarding the dependent is listed. View the name, relation, age, status, date of birth and effective date. A dependent is defined as:
- Policyholder’s legally married spouse or Domestic Partner as defined by law.
 - Policyholder’s child who is:
 - (a)** under the age of 26;
 - (b)** over the age of 26
 - Incapable of self sustaining employment by reason of physical or mental disability incurred prior to attainment of age 26.
 - A person who is chiefly dependent upon the policyholder or policyholder’s spouse or domestic partner for support.

Book of Business – Individuals & Families: Billing/Rate/Renewal Information

Subscriber Details: Smith, John  

[VIEW SCHEDULE OF BENEFITS](#) [Download Evidence Of Coverage as a PDF document](#)

Subscriber Details Dependent Details **Billing / Rate / Renewal Information**

A Invoice & Payment Details

Balance Forward (Prior Balance)	\$0.00
Current Period Amount Due 	\$476.82
Adjustments	(\$344.00)
Payments	\$0.00
Balance Due 	\$132.82
Due Date of Current Bill	06/01/2016
Paid Through Date	06/30/2016
Last Payment Made	05/13/2016
Last Payment Amount	(\$344.00)

B Billing & Rate Details

Bill Type 	iBilling
Current Premium (Premium) 	\$476.82/month
Last Month's Premium	\$476.82/month
% of Rate Change	0.0%
Payment Method	
Consolidated Billing	N

This third tab associated with the specific subscriber is the Billing/Rate/Renewal tab and includes specific member details regarding:

- A. Invoice & Payment Details include:
- Adjustments
 - Due dates
 - Balances
 - Current period amounts
 - Paid-through dates
- B. Billing & Rate Details include:
- Bill type
 - Current and last premium
 - % of rate change
 - Payment method
 - Consolidated billing

Note: Updates from the operating system can be between 1–2 days.

Book of Business – Group Customers

Groups

Home > Broker > Book of Business & Commissions > Groups

My Dashboard | **Book of Business & Commissions** | Customer Status & Activity | Sales Tools and Quoting | Contracting, Certification & Support

Individuals & Families | **Groups** | View Commissions

Groups

Search Within Book of Business Your Groups Plan

Note: Renewals-related functionality is accessible via the **Customer Status & Activity** section in the top navigation.

Choose a search criteria and enter the appropriate search terms you are looking for.

Current Search Filter

Status: **Active** ✕

A

Group's Name:

Parent Group ID:

Group Suffix ID:

Status: **Active** ▾

Alert Type: **Do not filter by Alert Type** ▾

Official Enrollment Date: To:

Renewal Date: To:

Plan Name:

Plan Type: **Select...** ▾

Now switching over to show you the Book of Business tool for your Groups:

A. Use the Current Search Filter for a more precise search. Search employer group customers by:

- Parent group ID
- Group suffix ID
- Status
- Alert type
- Official enrollment date
- Renewal date
- Plan name and plan type

Note: A list of active groups will populate under the search filter without having to enter any search criteria.

Book of Business – Group Customers Results

A		Showing 1 - 6 of 6 Groups B		Go to page C				
Group Name	Parent Group/ Group Suffix ID	Plan Type & Name	Official Enrollment Date	Renewal Date	Status	Broker ID	Alerts	?
DOMINIC'S (WHOLECARE HMO GOLD \$3)	AO001A	CA S WC HMO GLD 30 INF	12/01/2015	12/01/2015	Active	AH001	\$	D
DOMINIC'S (SC HMO GOLD 30 + INF)	AO001B	SMALL BUSINESS PLANS - NP SMARTCARE/BRONZE CA S SC HMO GLD 30 INF	12/01/2015	12/01/2016	Active	AH002	\$	
DOMINIC'S (WHOLECARE HMO GOLD \$3)	AO001C	SBG HMO WHOLECARE CA S WC HMO GLD 30 INF	12/01/2015	12/01/2016	Active	AH003	\$	
LS: DOMINIC'S (SALUD Y MAS GOLD)	AO001D	CA-LATINO SBG SALUD HMO SIMNSA ACCESS CA S SAL HMO GLD 30 INF	12/01/2015	12/01/2016	Active	AH004	\$	

Search results for groups that can be downloaded or printed:

- A. Download an excel file version or print results.
- B. Show number of groups.
- C. Jump to a specific page.
- D. View an alert noted on the group which can be: group is delinquent, to renew within the next 60 days, group has terminated within the last 60 days, or group rate will increase within the next 60 days.

Note: To see a full description of icons/alerts, see slide 45.

Book of Business – Group Customers: Group Details

Group Detail: Management Group C 

A [VIEW SUBSCRIBERS LIST](#) B [Download Subscribers List as an Excel Sheet](#)

D **Group Details** Billing / Renewal Information

Contact Information		Group Status	
Parent Group Name	Management Group	Group Status	Active
Suffix Name	Management Group	Active Subscribers	2
Group Number		Active Members ?	4
Group Admin		Cancelled Subscribers	0
Group Admin Address	1111 Somewhere Blvd, Anywhere, st, zip	Group SIC Code	
Group Phone Number	(999) 999-9999	Rating Type ?	R
Group State	CA	Key Dates	
Broker Firm ID/ Firm Name		Original Effective Date	12/01/2015
		Parent Group Effective Date	12/01/2015
		Suffix Effective Date	12/01/2015
		Cancellation Date	

Note: Life products are not shown in the plan options.

Group details, demographic / plan status information and lists:

- A. Click to view active subscribers.
- B. Action to download into excel sheet with option to print list.
- C. Print and download subscriber information.
- D. Group details include contact information, status of the group/members/subscribers, and key dates.

Book of Business – Group Customers: Subscribers List

My Dashboard | **Book of Business & Commissions** | Customer Status & Activity | Sales Tools and Quoting | Contracting, Certification & Support

Individuals & Families | **Groups** | View Commissions

RETURN TO MAIN PAGE

Subscribers

Book of Business Subscriber information is available below. To view details for a given Subscriber, including dependent information, please click on a Subscriber name.

You can modify your search by entering or changing values below and clicking Submit.

Subscriber's Name: **A** Plan Type: Select...

Subscriber ID: Status: Select...

Plan Name:

B

Showing 1 - 2 of 2 Groups Go to page 1 of 1

Subscriber Name	Subscriber ID	Plan Type & Name	Status	Notes
Broker, Sam	R000001	SMALL BUSINESS PLANS - NP SMARTCARE/BRONZE	Active	
Broker, Bob	R000002	SMALL BUSINESS PLANS - NP SMARTCARE/BRONZE	Active	

View details about *Subscribers List* as seen on previous slide:

- A. Further narrow by applying filters such as plan type or status.
- B. Print and download subscriber information.

Book of Business – Group Customers: Billing/Renewal Information

Group Detail: Bob's Business 📄 ⬇️

A VIEW SUBSCRIBERS LIST [Download Subscribers List as an Excel Sheet](#)

B Billing / Renewal Information

C Payment Details

Balance Forward (Prior Balance)	(\$938.91)
Current Period Amount Due	\$1,029.34
Adjustments	\$0.00
Payments	\$0.00
Balance Due ?	\$90.43
Due Date Of Current Bill	01/01/2016
Last Payment Made	12/01/2015
Last Payment Amount	(\$1,029.34)

D Renewal Details

Current Amount (Premium)	
Renewal Month	December
Group Last Renewal Date	01/01/2016
Group Billing Address	1111 Somewhere Blvd, Anywhere, st, zip
Billing Contact Phone Number	(999) 999-9999

E Enrollment

Waiting Period Non-Management	First Of Month AFTER HIRE DATE
Waiting Period Management	First Of Month AFTER HIRE DATE

Note: Life products are not shown in the plan options.

This second tab associated with the specific group is for Billing and Renewal Information:

- A. Action to view subscriber list.
- B. Review the billing/payment details and renewal details.
- C. Under Payments Details, find the balance forward, payments and adjustment information.
- D. Under Renewal Details, find group renewal dates, billing address, contact, and waiting period information.
- E. Under Enrollment, find waiting periods.

Book of Business – View Commission Statements: Current Reports and Statements

A Current Reports and Statements

The following Broker commission reports are available. Click on the link to download.

Monthly Broker Group Business Commission Statement
 11-30-2012.pdf
 11-30-2012.csv

Monthly Broker IFP Business Commission Statement
 12-10-2012.pdf
 12-10-2012.csv

Broker Checks
 02-06-2013.pdf

Broker EFTs
 05-18-2016.pdf

CA Group Commission Statement
 05-09-2016.pdf
 05-09-2016.csv

CA IFP Commission Statement
 05-18-2016.pdf
 05-18-2016.csv

Farm Bureau Statement
 12-04-2013.pdf

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- View Customer Coverage Information
- IFP Activity History
- SBG Renewals
- Quoting Tools

Go Paperless

Change your document delivery preference with e-statements

B IFP: How To read Your Commissions Statement
 Group: How To read Your Commissions Statement

C VIEW ARCHIVED REPORTS

Broker Reports and Commission Statements:

- Current reports and statements – PDF and CSV forms are listed here.
- [IFP – How to read your commission statement](#) link and [Group – How to read your commission statement](#) link.
- View historical statements up to 18 months under archived reports.

Customer Status & Activity – View Membership Coverage

View Customer Coverage Information

Home > Broker > Customer Status & Activity > Member Coverage > **View Customer Coverage Information**

My Dashboard | Book of Business & Commissions | **Customer Status & Activity** | Sales Tools and Quoting | Contracting, Certification & Support

Member Coverage Information | IFP Support | Group Support

VIEW CUSTOMER COVERAGE INFORMATION | GET COVERAGE DOCUMENTS

View Member Coverage

Please enter the policy ID or last name and date of birth:

Health Net Member ID#:

Last Name:

Date Of Birth:
(mm/dd/yyyy)

Effective Date in Current Group: 4/15/2016
(mm/dd/yyyy)

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- Quote Individual and Family Plans
- IFP Activity History
- Small Group Quote and Proposal
- SBG Renewals

Customer eligibility lookup capability:

- A. *Customer Status & Activity* tab
- B. Under the *Customer Status & Activity* tab, you can:
 - View member coverage information
 - Access IFP support
 - Access Group support
- C. View member coverage by:
 - Entering the Health Net member ID#
 - Last name
 - Date of birth
 - Effective date

Note: Member information is more comprehensively listed in the *Book of Business* as well as here.

Customer Status & Activity – Member Coverage Information: View Customer Coverage Information

View Customer Coverage Information

Home > Broker > Customer Status & Activity > Member Coverage Info > View Customer Coverage Information

My Dashboard | Book of Business & Commissions | **Customer Status & Activity** | Sales Tool Quoting

Member Coverage Information | IFP Support | Group Support | Medicare

A SEARCH AGAIN

B VIEW CUSTOMER COVERAGE INFORMATION | GET COVERAGE DOCUMENTS

C Member Eligibility

(Eligibility is current as of last business day.)

All information provided herein, including but not limited to benefit information, is subject to change at any time without notice. For the specific terms of coverage, please refer to the Health Net certificate of coverage.

Eligibility status as of **02/01/2016** 01 - Active

Name: Bob Broker

Health Plan ID:

Subscriber SSN:

Date Of Birth: 01/01/1950

Relationship: subscriber

Specialist Referrals: This plan requires a referral for specialist visits. If you are interested in visiting a specialist, please contact your PCP.

Eligibility

Plan ID	Product Description	Healthnet Product Description	group	Effective Date	Cancel Date
OT - Other	CA IFP PURECARE ONE EPO OFF EXCHANGE			02/01/2016	current

- A. *Search Again* to return and search another member ID.
- B. The *View Customer Coverage Information* tab populates member eligibility, members on the policy, and benefits at a glance based on the specifics entered from the previous page of the presentation.
- C. Member eligibility and plan information.
- D. Members that are listed on the policy.
- E. All benefits at a glance.

D All Members on This Policy

Name	BirthDate	Relationship
	09/05/	subscriber
	09/25/	spouse
	06/15/	child

E Benefits at a Glance

	EPO
Office Visit Copay	\$70
Durable Medical Equipment Copay	\$500
Emergency Room Copay	\$500
Urgent Care Center Copay	\$120
Outpatient Services Copay	\$500
Hospital Inpatient Services Copay	\$500
Maximum Individual Deductible	\$6,000
Maximum Family Deductible	\$12,000
Out of Pocket Maximum	
Family Out of Pocket Maximum	

Customer Status & Activity – Member Coverage Information: Order Member ID Card

View Customer Coverage Information

Home > Broker > Customer Status & Activity > Member Coverage Info > View Customer Coverage Information

My Dashboard | Book of Business & Commissions | **Customer Status & Activity** | Sales Tools and Quoting | Contracting, Certification & Support

Member Coverage Information | IFP Support | Group Support | Medicare Applicants

SEARCH AGAIN

VIEW CUSTOMER COVERAGE INFORMATION | GET COVERAGE DOCUMENTS

Member Eligibility

(Eligibility is current as of last business day.)

All information provided herein, including but not limited to benefit information, is subject to change at any time without notice. For the specific terms of coverage, please refer to the Health Net certificate of coverage.

Eligibility status as of 02/01/2016	01 - Active
Name:	Bob Broker
Health Plan ID:	
Subscriber SSN:	
Date Of Birth:	01/01/1950
Relationship:	subscriber
Specialist Referrals:	This plan requires a referral for specialist visits. If you are interested in visiting a specialist, please contact your PCP.

Order Member ID Card
 You can order ID cards for members who are associated with your account. To order ID card for member listed on this page click the link below



OrderID Card

As a continuation from the previous page:

- A. Brokers are able to order ID cards for members who are associated with the account.

Note: Click this link for the [Ordering ID Cards for Your Clients](#) information flyer.

Customer Status & Activity – Get Coverage Documents: Coverage Documents Search

Search for member coverage documents:

- A. Find a member's coverage documents, including Evidence of Coverage (EOC) by searching the member's name or subscriber ID.
- B. Use this section to input member information.

Customer Status & Activity – IFP Support: IFP Activity History

Activity History - Plans for Individuals & Families

Home > Broker > Customer Status & Activity > IFP Support > Activity History - Plans for Individuals & Families

My Dashboard | Book of Business & Commissions | **Customer Status & Activity** | Sales Tools and Quoting | Contracting, Certification & Support

Member Coverage Information | **IFP Support** | Group Support | Medicare Applicants

IFP ACTIVITY HISTORY | IFP BILLING

To search your activity history, you can search by client name, specific time frame (begin and/or end date), client social security number and/or activity type.

To begin your search enter the criteria below, then click Search to view the results.

Please comply with your responsibilities for using the broker solutions site.

Privacy Policy
The information that you will be providing subject to a Privacy policy. This policy identifies the type of information collected, used and stored, how and with whom this information may be shared, and how HealthNet secures this information. By providing information on this web site, you acknowledge that you have read and understand the privacy policy.

Once applications are submitted please see below for the expectation time lines:

- * Allow 3 to 4 business days for enrollment to process submitted applications, then
- * Allow up to 5 Business days for Underwriting to review and make an update to the submitted application, then
- * Allow 3 to 4 business days for Underwriting and Enrollment to finalize approved applications.

* Indicates required field

* I want to view: applications proposals both

* In this date range...: the last month

OPTIONAL FIELDS

Plan Type: - Select Plan Type -

Application ID:

Proposal ID:

Primary Applicant First Name:

Primary Applicant Last Name:

Sort by: Submit Date/Effective Date

Ascending Descending

Primary Applicant Last Initial: - Select Last I... -

SUBMIT

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- Quote Individual and Family Plans
- IFP Activity History
- Small Group Quote and Proposal
- SBG Renewals

My Alerts

Plans for Individuals & Families

- Delinquent Payments*
- Termed*
- Rate Changes*
- Groups**
- Delinquent Payments*
- Termed*
- Renewals*

Individual & Family Plan off-exchange application lookup:

- Under the *IFP Support* tab, view *IFP Activity History* and *IFP Billing*.
- Under *IFP Activity History*, search your active history by entering member information. This also provides real-time status updates for submitted applications.
- Use the member information in this section to view applications and/or proposals: Choose a date range and plan type, then click *Submit* to view results.

Note: Link to [Activity History Instructional Guide](#)

Customer Status & Activity – IFP Support: IFP Activity History *(continued)*

My Dashboard | Book of Business & Commissions | **Customer Status & Activity** | Sales Tools and Quoting | Contracting, Certification & Support

Member Coverage Information | **IFP Support** | Group Support | Medicare Applicants

IFP ACTIVITY HISTORY | IFP BILLING

A CHANGE SEARCH CRITERIA

Search Results

Your IFP Activity Search query returned 1 results. Please note:

- To view **Application or Proposal details**, click the ID in the first column.
- To view or edit **Client contact information**, click the Client Name.
- Plan Name, Life Benefit, and Premium details** can be viewed two ways: either by clicking the Application/Proposal ID in the first column or by downloading these results in Excel format using the link at the bottom of the page.

Once applications are submitted please see below for the expectation time lines:

- Allow 3 to 4 business days for enrollment to process submitted applications, then
- Allow up to 5 Business days for Underwriting to review and make an update to the submitted application, then
- Allow 3 to 4 business days for Underwriting and Enrollment to finalize approved applications.

App/Prop Status	Broker ID/ Broker Name	Firm Name	Client Name	Submitted/ Effective	Plan Type/ Plan Name	Premium	App Origin	Application ID/ Proposal ID
B APPLICATION PENDING VIEW INFO VIEW ATTESTATION	A1234		John Smith	12/22/ 02/01/	Health Net Bronze 60 EPO	\$944.27	Quotit	C (Application)

Individual & Family Plan application lookup search results:

- Update your search by clicking on this button. This will bring up the previous page to reenter any new search criteria.
- View proposal information by clicking on the app status review. A new window will populate and contain important information specific to the broker.
- View the application and proposal ID here. An ID number will be populated along with the status of the application.

Note: Attestation – To view and or complete your Broker Attestation, click on the *App/Prop Status* link under bullet B.

Customer Status & Activity – IFP Support: IFP Billing

View IFP Billing

Home > Broker > Customer Status & Activity > IFP Support > View IFP Billing

My Dashboard | Book of Business & Commissions | Customer Status & Activity | Sales Tools and Quoting | Contracting, Certification & Support

Member Coverage Information | IFP Support | Group Support | Medicare Applicants

IFP ACTIVITY HISTORY | IFP BILLING

User View

Here's where you can see what your customers see online. This tool allows you to temporarily log in on behalf of your customer to help them use online bill pay features. Just search by your customer's name or subscriber number to get started.

Search for a Member

Subscriber Number:

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- View Customer Coverage Information
- IFP Activity History
- SRG Renewals

Individual & Family plan billing support:

- Click on *IFP Billing* to search member results for billing data.
- Enter the subscriber's ID number and click *Search*. Review the screen below for the results on the subscriber ID entered.
- Search results will populate for the member. Then click on *Member View*.
- The *Broker Representative View* page will populate. Click *Continue* to view bill history.

SEARCH AGAIN

IFP ACTIVITY HISTORY | IFP BILLING

Member Search Results

If your client has enrolled in Online Bill Pay for Members, you can view their transaction information by selecting "Member View" link below.

Showing 1-1 of 1 member

Sort results by: Last Name | Listings per page: 25

Last Name	First Name	Date of Birth	Subscriber Number	Online Bill Pay Status
				Active

Member View

Broker Representative View

CLOSE WINDOW

Member Name: Bob Broker
Plan: Plan Name
Subscriber Number: Subscriber Number

Health Net

You will now have access to many of your customer's Online Bill Pay features including invoice and payment information. By clicking continue on the button below, you are acknowledging that you will be using this online tool in support of your customers and that your actions will be monitored.

CONTINUE

Careers | Privacy | Terms of Use | Secure Messaging

Customer Status & Activity – IFP Billing: View Bill History

VIEW BILL HISTORY VIEW PREFERENCES

Bill History

Plan: CA IFP PURECARE

Subscriber Number:

Display Bills and Payments

From Mar 2016 To May 2016 UPDATE

Bill Period	Description	Amount Due
05/01/	Bill View Detail ▶	944.27
04/01/	Bill View Detail ▶	944.27
03/01/	Bill View Detail ▶	944.27

*The bill detail for your first premium payment is included in the bill detail of your second premium payment. Please click "view detail" for your second month to see the information regarding your first two bills.

IFP customer Bill History and Bill Presentation view:

- A. Click on *Bill View Detail* to get physical bill.

- B. A copy of the member's bill will populate. Member information will be listed, including name, subscriber ID and group ID, date prepared, current period activity, due date, total amount due, and billing activity.

P.O. Box 9103
Van Nuys, CA 91409-9103

|||

PALM DESERT CA 92211-8218

Individual Bill

24 Hour Payment Line:
Customer Contact Center:

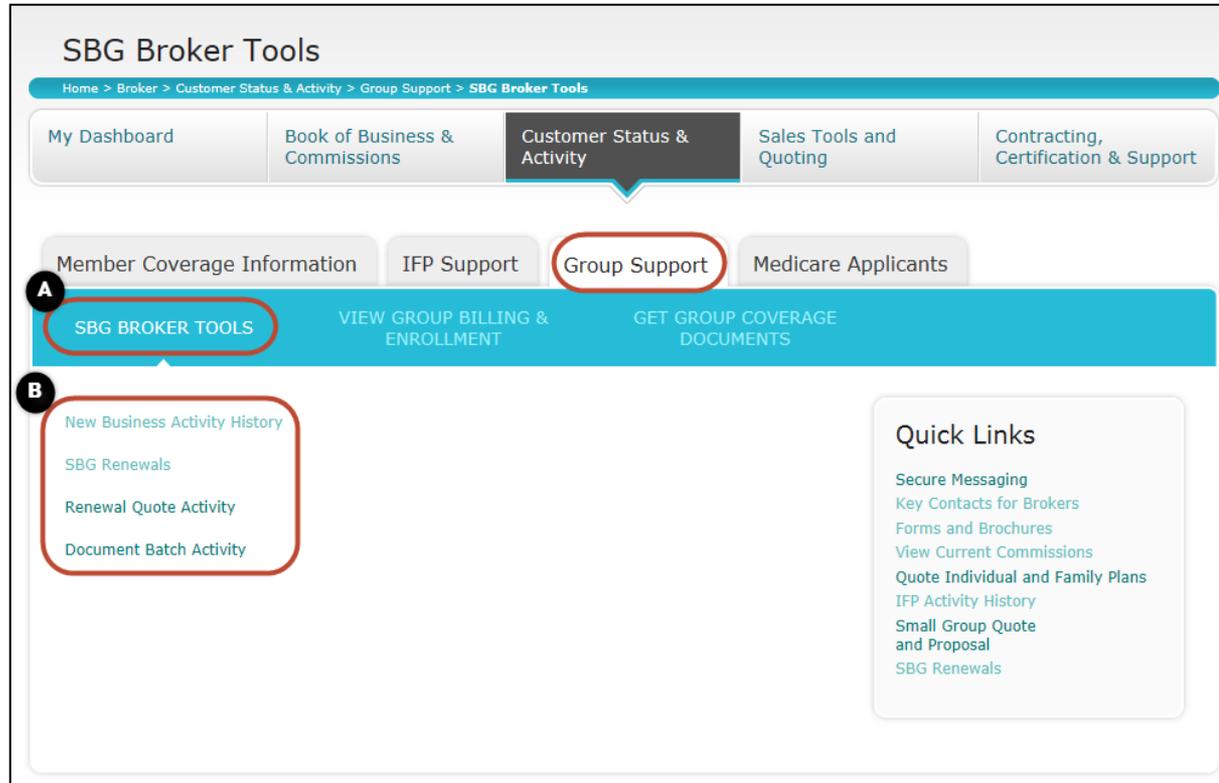
NAME	
Subscriber ID #	GROUP ID
DATE PREPARED	CURRENT PERIOD ACTIVITY
04-10-2016	05-01-2016 - 06-01-2016
PAYMENT DUE DATE	TOTAL AMOUNT DUE
	\$944.27

BILLING ACTIVITY	
Previous Balance	\$944.27
Amount Received	\$944.27
Balance Forward	\$0.00
Current Amount Due	\$944.27
Adjustments	\$0.00
Total Amount Due	\$944.27

Register on HealthNet.com to view payment options and history.

PLEASE BE ADVISED THAT THE ABSENCE OF THE ATTACHED COUPON BELOW WITH YOUR PAYMENT MAY RESULT IN PAYMENT PROCESSING DELAYS.

Customer Status & Activity – Group Support: SBG Broker Tools



SBG Broker Tools

Home > Broker > Customer Status & Activity > Group Support > SBG Broker Tools

My Dashboard | Book of Business & Commissions | **Customer Status & Activity** | Sales Tools and Quoting | Contracting, Certification & Support

Member Coverage Information | IFP Support | **Group Support** | Medicare Applicants

A SBG BROKER TOOLS | VIEW GROUP BILLING & ENROLLMENT | GET GROUP COVERAGE DOCUMENTS

B

- New Business Activity History
- SBG Renewals
- Renewal Quote Activity
- Document Batch Activity

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- Quote Individual and Family Plans
- IFP Activity History
- Small Group Quote and Proposal
- SBG Renewals

Under the *Group Support* tab, you will find information on SBG Broker Tools, Group Billing and Enrollment, and Group Coverage Documents.

- A. Under *SBG Broker Tools*, you will find Links to Small Business Group activity history tool for Small Group (1–100) business.
- B. Links include:
- New business activity history
 - SBG renewals
 - Renewal quote activity
 - Document batch activity

Customer Status & Activity – Group Support: Access Group Billing & Enrollment

Access to Group Billing and Enrollment:

- A. View the second tab under *Group Support* for group billing and enrollment.
- B. Use this section to view billing and enrollment information. Also, this section can enroll members or pay bills on their behalf if* access has been granted by the group.
 - Search by:
 - Client ID
 - Client name
 - Group ID
 - Group name

Customer Status & Activity – Group Support: Get Group Coverage Documents

Get Group Service Agreement

Home > Broker > Customer Status & Activity > Group Support > Get Group Service Agreement

My Dashboard | Book of Business & Commissions | **Customer Status & Activity** | Sales Tools and Quoting | Contracting, Certification & Support

Member Coverage Information | IFP Support | **Group Support** | Medicare Applicants

SBG BROKER TOOLS | VIEW GROUP BILLING & ENROLLMENT | **A GET GROUP COVERAGE DOCUMENTS**

Get Group Coverage Documents

Here's where you can find a group's coverage documents, including their **Group Service Agreement (GSA)**. Just search by the group's Policyholder ID or Name to get started.

Search for an Employer Group

B Please enter at least one of the following search criteria:

Policyholder ID:

Policyholder Name:

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- View Customer Coverage Information
- IFP Activity History
- SBG Renewals
- Quoting Tools

Search for a Group Service Agreement (GSA) which includes the EOC:

- A. Get group coverage documents.
- B. Search for GSA using the policyholder ID or name.

Sales Tools and Quoting – Quoting Tools

The screenshot shows the 'Quoting Tools' page with the following structure:

- Header:** Home > Broker > Sales Tools & Quoting > Quoting Tools > Quoting Tools
- Navigation Bar:** My Dashboard, Book of Business & Commissions, Customer Status & Activity, **Sales Tools and Quoting** (highlighted with callout A), Contracting, Certification & Support
- Sub-headers:** **Quoting Tools** (highlighted with callout A), Plan and Benefit Information, Marketing Materials
- Content Area:**
 - Callout B:** Plans for Individuals & Families. Text: Health Net offers great plans for your clients... Go to Quoting Tool. Sub-text: Keep your business front and center during the quoting process. Create your co-branding settings.
 - Callout C:** Compare Plan Costs with Cost Advisor. Text: Help your clients understand the costs associated with different types of plans. Go to Cost Advisor.
 - Callout D:** Small Business Groups. Text: Quote small groups, manage your proposals, view rate tables and manage your quoting profile. Links: SBG New Business Quote & Proposal, New Business Quoting Profile, Rate Tables (SBG).
 - Callout E:** Medicare. Text: Help your clients find the right Medicare plan in their area and get them enrolled. Link: Find a Medicare Plan.
 - Callout E:** Keep in the Know. Text: Check out the latest updates and news in SBG via The Hub and The Pulse. Links: The Hub, The Pulse.
 - Callout E:** Quick Links. Links: Secure Messaging, Key Contacts for Brokers, Forms and Brochures, View Current Commissions, View Customer Coverage Information, IFP Activity History, SBG Renewals, Quoting Tools.

Sales and Quoting Tools:

- A. Under *Quoting Tools*, find plans for individuals and families, compare plan costs with Cost Advisor, and access small business group information.
- B. Links to quoting tools enable the broker to build a Proposal for an IFP prospect only off-exchange.
- C. Cost Advisor tool – Understand costs associated with different plan types.
- D. Link to the SBG quoting tool that allows for managing proposals, rates and profiles.
- E. Links to:
 - Pulse, which is where you will find broker articles to keep you informed.
 - The HUB, a small group resource.

Sales Tools and Quoting – Quoting Tools: Co-branded Information

Quoting Tools

Home > Broker > Sales Tools & Quoting > Quoting Tools > Quoting Tools

My Dashboard | Book of Business & Commissions | Customer Status & Activity | **Sales Tools and Quoting** | Contracting, Certification & Support

Quoting Tools | Plan and Benefit Information | Marketing Materials

Plans for Individuals & Families
Health Net offers great plans for your clients, whether they are a company employee, self-employed, retired or in-between jobs.
Go to Quoting Tool
A Keep your business front and center during the quoting process. Create your co-branding settings

Small Business Groups
Quote small groups, manage your proposals, view rate tables and manage your quoting profile.
SBG New Business Quote & Proposal
New Business Quoting Profile
Rate Tables (SBG)

Keep in the Know
Check out the latest updates and news in SBG via *The Hub* and *The Pulse*
[The Hub](#)
[The Pulse](#)

Quick Links

Co-Branded Website

Quick Links
[Secure Messaging](#)
[Key Contacts for Brokers](#)
[Forms and Brochures](#)
[View Current Commissions](#)

Your personalized online application

Introducing a new way to sell Health Net Individual and Family Plans over the internet. Whether you have full service, quoting and sales website or no website at all, this customized solution will allow your customers to buy Health Net plans from your own personalized and co-branded website.

Personalized and Co-Branded solutions

Our co-branded solution displays your brokerage information so your customers can contact you directly with questions. When customers submit an application through your customized co-branded site, they will receive a personalized email coming from your email address.

All of your info in one easy step

Step 1
Your clients and prospects log directly onto your own co-branded Health Net web site.

In one easy step!

John Broker LLC
John Broker
1234 Main Street
Los Angeles, 90023
800-555-1234
jbroker@yahoo.net
License #: 0123456

Your full contact information appears at the top of each of your personalized Health Net quoting pages.

Questions? Please contact John Broker LLC at 800-555-1234.

Your name and telephone number are highlighted so your clients can contact you directly with their questions.

Get Started

1. We provide you with your personalized Broker web site and URL automatically (see below)
2. You spread the news of your new personalized online application. Link this to your web site, use it on web advertisements, use it in correspondences the sky's the limit.
3. Your customers access your custom web site to get a Personalized Quote and Apply Today.
4. When they apply online using Web Generator, the sale is automatically credited to you.

Here is your custom URL link for your clients. Just copy and paste this onto your website, use it on advertisements or correspondence ... the sky's the limit!

C <https://www.healthnet.com/quotes?a=107640>

UPDATE

Sales and Quoting Tools:

- A. Manage your co-branded website information. Click here to view the [co-branded link flyer](#)
- B. How to personalize your online application, plus information on co-branded solutions.
- C. Information on maintaining/updating your personalized broker site. Click *Update* to modify co-branded link information.

Sales Tools and Quoting – Plan and Benefit Information: Commercial Plans

Information and collateral related to selling Health Net plans.

- A. Click to get current information on plans for individuals and families.
- B. After clicking on A above, you will see a link to our Forms and Brochures page to order, view and download what you need.
- C. When you click to see information on our small group plans, you learn about:
 - Overview
 - Tailored network
 - Product information such as HMO/Salud/PPO/HSA
 - Supplemental coverage

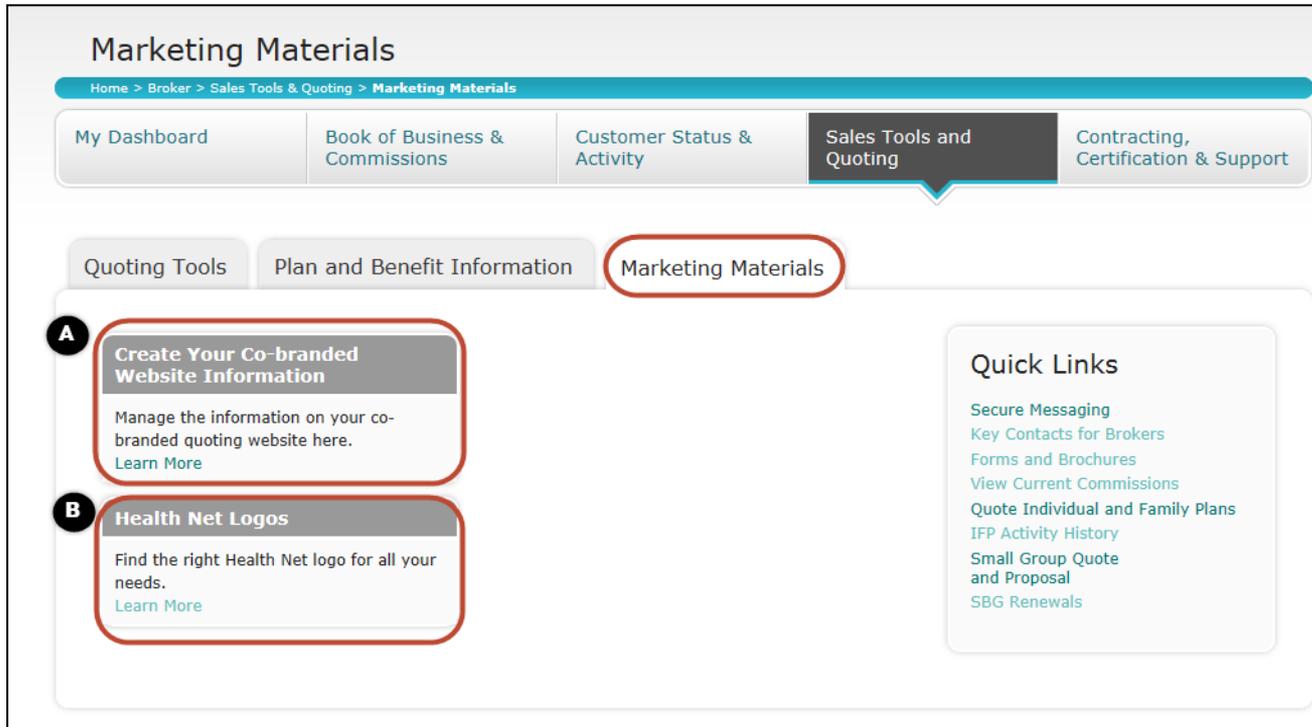
Sales Tools and Quoting – Plan and Benefit Information: Pharmacy Information

The screenshot shows the 'Pharmacy Plan Information' page. At the top, there is a navigation bar with 'Sales Tools and Quoting' selected. Below this is a secondary navigation bar with 'Plan and Benefit Information' selected. The main content area has three tabs: 'COMMERCIAL PLANS', 'MEDICARE PLANS', and 'PHARMACY INFORMATION', with the latter being active. A text block states: 'Pharmacy benefits vary according to each Health Net plan. Use this section of the website to learn about the following:'. Below this are four callout boxes: 'B' points to 'Drug Lists' (Individual, Family and Group plans, Medicare Part D plans, Medi-Cal); 'D' points to 'Prior Authorizations' (Individual, Family and Group plans, Medicare Part D plans); 'C' points to 'Pharmacy Resources' (Pharmacy forms and brochures, Find a Pharmacy); and 'A' points to the 'PHARMACY INFORMATION' tab. To the right, there are sections for 'Creditable Coverage Notification' (Non-Creditable Pharmacy Plans (pdf)) and 'Quick Links' (Secure Messaging, Key Contacts for Brokers, Forms and Brochures, View Current Commissions, Quote Individual and Family Plans, IFP Activity History, Small Group Quote and Proposal, SBG Renewals).

Click on *Plan and Benefit Information* to find pharmacy plan information:

- A. Section for pharmacy information regarding drug lists, pharmacy resources, authorizations, and prescription information.
- B. Drug lists with information for individual, family and group, Medicare Part D, and Medi-Cal plans.
- C. Pharmacy resources, including forms and brochures and finding a pharmacy.
- D. Prior authorization information for individual, family and group, and Medicare Part D plans.

Sales Tools and Quoting – Marketing Tools



Marketing Materials

Home > Broker > Sales Tools & Quoting > **Marketing Materials**

My Dashboard | Book of Business & Commissions | Customer Status & Activity | **Sales Tools and Quoting** | Contracting, Certification & Support

Quoting Tools | Plan and Benefit Information | **Marketing Materials**

A Create Your Co-branded Website Information
 Manage the information on your co-branded quoting website here.
[Learn More](#)

B Health Net Logos
 Find the right Health Net logo for all your needs.
[Learn More](#)

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- Quote Individual and Family Plans
- IFP Activity History
- Small Group Quote and Proposal
- SBG Renewals

A. Co-branded link creator. Create and manage the information on your co-branded website by clicking the *Learn More* link. See page 36.

B. Downloadable Health Net logos. Health Net logos are provided for downloading.

Sales Tools and Quoting – The Broker HUB

The screenshot shows the Health Net website interface. At the top right, there are links for LOG IN, REGISTER, CONTACT US, and SEARCH. Below the navigation bar, there are dropdown menus for Shoppers, Members, Providers, **Brokers** (highlighted with a red circle and letter 'A'), and Employers. A language selector shows 'En Español | 中文 | Website Accessibility'. A blue banner contains sections for 'Get contracted with Health Net', 'Already contracted with Health Net?', and 'Log in'. The 'Go to broker.healthnet.com' link is highlighted with a red circle and letter 'B'. Below the banner are four service tiles: ProviderSearch, Make a payment, New member Welcome Center, and Medicare & Medicaid. A notice regarding system maintenance is displayed below these tiles. At the bottom, there are four promotional tiles: 'Important 2015 Tax Info', 'Lost health coverage? Got married? Had a baby?', 'May 18 Webinar', and 'Medicare Supplement Plans'.

Check Broker Hub for relevant materials:

- A. To find *Broker HUB* from the main site, click on *Brokers*.
- B. Once clicked, a dropdown menu will appear. Click on *Go to broker.healthnet.com*. This will bring up the *Broker HUB* screen

Note: Continue to next slide for more information.

Sales Tools and Quoting – The Broker HUB (continued)

Welcome Brokers!

Home > Broker > Welcome Brokers!

Small Group 2.0
Check out our Broker Hub for exciting portfolio updates.

A VISIT THE BROKER HUB



INNOVATIVE HEALTH CARE

Health Care Reform Guide

Health Net Offers Qualified Health Plans in the California, Arizona and Oregon Marketplaces [read more >](#)



CENTENE Corporation Check out our Broker Blog for more about the Health Net/Centene merger.

My Health Net [Please login to access your information.](#)

Health Net Brokers

Check Broker Hub for relevant materials:

- A. Click on *VISIT THE BROKER HUB* to find relevant and updated materials. The link is provided below. (Broker information on this page is consistently updated.)

<https://www.healthnet.com/portals/broker/home.ndo>

- B. Information regarding plan brochures, communications, new case information, and enrollment census can be found.

- C. Quick links to additional important information.

Broker Hub – Small Group

Home > Broker > Broker Hub – Small Group

Simplifying Renewals and Sales for You!



Small Group 2.0 is here, and we've got this brand new Broker Hub to go with it!

Just as Small Group 2.0 brings the intersection of perfect-fit coverage and price to small employer groups, so, too, does it help you preserve – and grow – your book of business.

From sales tools to renewal resources, everything is just an easy click away. It's like having an exclusive backstage pass!

B Simplified, sustainable, small business-focused. Small Group 2.0 – It's how health coverage works for you and your clients.

Support Resources

Login to access:

- [Quote small group plans](#)
- [Book of Business and Commissions Rate Guide](#)
- [Go paperless with e-Statements](#)

Quick Links

- [Summary of Benefits and Coverage](#)
- [Key Broker contacts \(pdf\)](#)
- [Forms and Brochures](#)
- [Pharmacy information](#)
- [Health Care Reform](#)
- [Secure messaging](#)
- [ProviderSearch](#)

Plan Brochures (pdf)

- [Portfolio Desktopper](#)
- [Portfolio Guide](#)
- [Renewal Guide](#)

Communications (pdf)

- [Take Charge of Your Health](#)
- [Avoiding Enrollment Delays](#)

New Case Information

- [Q2 & Q3 Bonus Program](#)
- [Submission Rules & Timelines](#)

Census Enrollment

- [Enrollment guide \(pdf\)](#)
- [Employee enrollment \(excel\)](#)

C

Contracting, Certification & Support – Key Contacts & Broker Support

Broker – Key Contacts and Broker Support

Home > Broker > Support & Contracting > Broker – Key Contacts and Broker Support

My Dashboard | Book of Business & Commissions | Customer Status & Activity | Sales Tools and Quoting | **Contracting, Certification & Support**

A KEY CONTACTS & BROKER SUPPORT | CONTRACTING & CERTIFICATION | FREQUENTLY ASKED QUESTIONS

B

- + ACCOUNT SERVICES UNIT
- + MEDICARE SALES AND SERVICE
- + COVERED CALIFORNIA EXCHANGE PRODUCTS
- + INDIVIDUAL & FAMILY PLANS
- + SMALL BUSINESS GROUPS
- + LARGE AND MID-SIZE GROUPS
- + ADDITIONAL DEPARTMENTAL CONTACTS
- + HELP FIGHT FRAUD, WASTE AND ABUSE

Quick Links

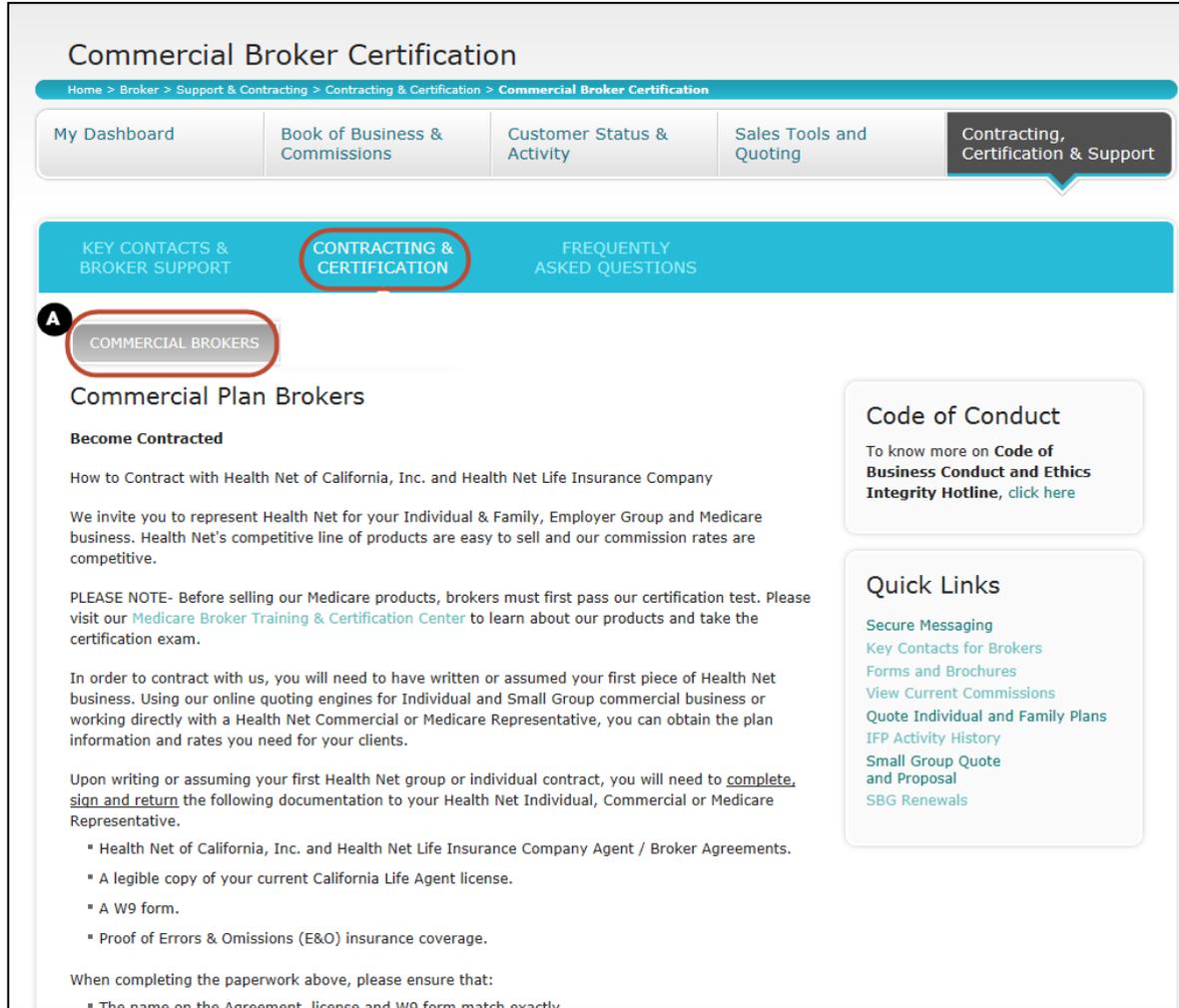
- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- Quote Individual and Family Plans
- IFP Activity History
- Small Group Quote and Proposal
- SBG Renewals

For your convenience, download or print a California Broker contacts list (pdf).

Contracting, Certification & Support:

- A. Here, brokers can find information for contact & support, contracting & certification, and frequently asked questions.
- B. In this section, brokers are able to find the list of services, support and contacts.

Contracting, Certification & Support – Contracting & Certification



Commercial Broker Certification

Home > Broker > Support & Contracting > Contracting & Certification > Commercial Broker Certification

My Dashboard | Book of Business & Commissions | Customer Status & Activity | Sales Tools and Quoting | Contracting, Certification & Support

KEY CONTACTS & BROKER SUPPORT | **CONTRACTING & CERTIFICATION** | FREQUENTLY ASKED QUESTIONS

A COMMERCIAL BROKERS

Commercial Plan Brokers

Become Contracted

How to Contract with Health Net of California, Inc. and Health Net Life Insurance Company

We invite you to represent Health Net for your Individual & Family, Employer Group and Medicare business. Health Net's competitive line of products are easy to sell and our commission rates are competitive.

PLEASE NOTE- Before selling our Medicare products, brokers must first pass our certification test. Please visit our [Medicare Broker Training & Certification Center](#) to learn about our products and take the certification exam.

In order to contract with us, you will need to have written or assumed your first piece of Health Net business. Using our online quoting engines for Individual and Small Group commercial business or working directly with a Health Net Commercial or Medicare Representative, you can obtain the plan information and rates you need for your clients.

Upon writing or assuming your first Health Net group or individual contract, you will need to complete, sign and return the following documentation to your Health Net Individual, Commercial or Medicare Representative.

- Health Net of California, Inc. and Health Net Life Insurance Company Agent / Broker Agreements.
- A legible copy of your current California Life Agent license.
- A W9 form.
- Proof of Errors & Omissions (E&O) insurance coverage.

When completing the paperwork above, please ensure that:

- The name on the Agreement, license and W9 form match exactly

Code of Conduct

To know more on **Code of Business Conduct and Ethics Integrity Hotline**, [click here](#)

Quick Links

- [Secure Messaging](#)
- [Key Contacts for Brokers](#)
- [Forms and Brochures](#)
- [View Current Commissions](#)
- [Quote Individual and Family Plans](#)
- [IFP Activity History](#)
- [Small Group Quote and Proposal](#)
- [SBG Renewals](#)

Contracts & Certification information:

- A. Commercial plan broker information. How to become contracted with Health Net of California, Inc. and Health Net Life Insurance Company

Contracting, Certification & Support – FAQs

Support & Contracting - FAQs

Home > Broker > Support & Contracting > Support & Contracting - FAQs

My Dashboard | Book of Business & Commissions | Customer Status & Activity | Sales Tools and Quoting | **Contracting, Certification & Support**

KEY CONTACTS & BROKER SUPPORT | CONTRACTING & CERTIFICATION | **FREQUENTLY ASKED QUESTIONS**

A ONLINE BILLING | ONLINE ENROLLMENT | PHARMACY

Online Billing

General

- + WHAT CAN I DO WITH ONLINE BILL PAY?
- + WHAT DO I NEED TO GET STARTED WITH ONLINE BILLING?
- + HOW DO I CHANGE A USER'S ACCESS PRIVILEGES?
- + CAN I BEGIN PAYING MY INVOICE ONLINE IMMEDIATELY?
- + HOW LONG DOES IT TAKE FOR MY PAYMENT TO REACH HEALTH NET WHEN I PAY MY INVOICE ONLINE?
- + CAN YOU NOTIFY ME BY EMAIL WHEN MY INVOICE IS DUE OR SEND ME ALERTS OR NOTIFICATIONS ABOUT BILL PAYMENT AND PROCESSING?

Payment Accounts

- + WHAT IS A PAYMENT METHOD? HOW DO I SET UP AN ACCOUNT TO PAY MY BILLS?
- + WHAT ARE ACCOUNT NICKNAMES?
- + HOW DO I EDIT OR DELETE A PAYMENT METHOD SUCH AS A BANK ACCOUNT?
- + HOW DO I PRINT AND/OR DOWNLOAD MY INVOICE INTO A SPREADSHEET?
- + WHY CAN'T I USE A CREDIT CARD TO PAY MY BILL?

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- View Current Commissions
- Quote Individual and Family Plans
- IFP Activity History
- Small Group Quote and Proposal
- SBG Renewals

Frequently Asked Questions:

- A. Find out frequently asked questions for online billing, enrollment, pharmacy, and others.

Legend



- A. Download as excel file or print results.
- B. List of application or proposal status.
- C. List of additional common alerts and icons.

B

<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #4a7c9c; color: white; text-align: center;"> PROPOSAL CREATED <small>> VIEW INFO</small> </div> <p>Proposal has been created</p>	<div style="border: 1px solid red; padding: 5px; margin-bottom: 10px; background-color: #90ee90; text-align: center;"> APPLICATION APPROVED <small>> VIEW INFO</small> </div> <p>Application has been approved</p>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #add8e6; text-align: center;"> APPLICATION REGISTERED </div> <p>Application has been started, but not submitted</p>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #f08080; text-align: center;"> APPLICATION CANCELLED <small>> VIEW INFO</small> </div> <p>Application has been returned or expired</p>
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #4a7c9c; color: white; text-align: center;"> PROPOSAL DELIVERED <small>> VIEW INFO</small> </div> <p>Proposal has been delivered</p>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #f08080; text-align: center;"> APPLICATION DECLINED <small>> VIEW INFO</small> </div> <p>Application has been declined</p>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #add8e6; text-align: center;"> APPLICATION SUBMITTED <small>> VIEW INFO</small> </div> <p>Application has been submitted</p>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #f08080; text-align: center;"> WITHDRAWN <small>> VIEW INFO</small> <small>> VIEW ATTESTATION</small> </div> <p>Application has been withdrawn</p>
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; background-color: #fff2cc; text-align: center;"> APPLICATION PENDING <small>> VIEW INFO</small> <small>> VIEW ATTESTATION</small> </div> <p>Application is pending</p>			

To make it easier to quickly scan Alerts, Health Net has introduced icons to represent alert types. **C**

- Individual or Group has **Termed**.
- This subscriber may have had a rate **Increase** within the last 60 days.
- Individual or Group is **Delinquent**. Future payment may be scheduled; hover over the \$ icon for this Individual or Group for more info.
- Group is up for **Renewal** within the next 60 days.
- Individual or Group will terminate within 90 days

To see more information about an Alert, just move your mouse over the Alert icon.