

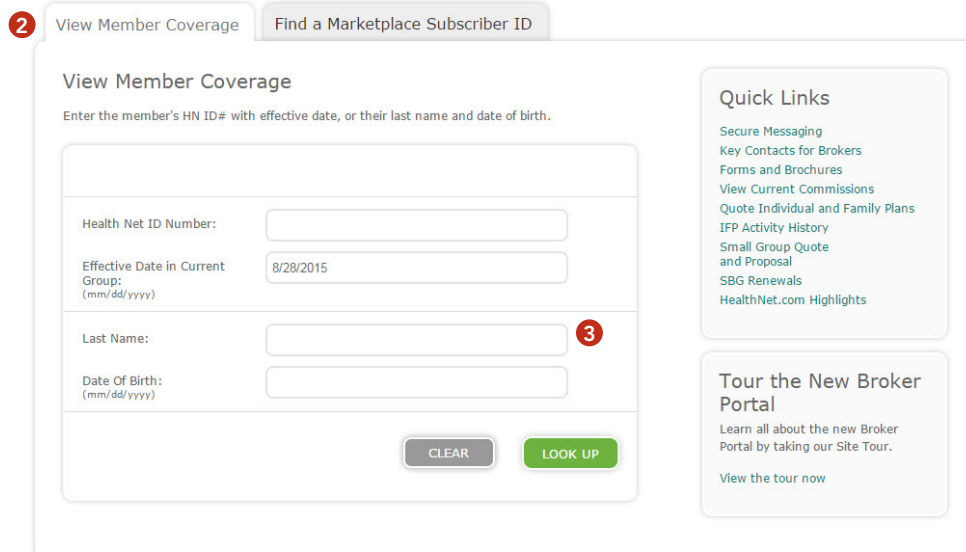
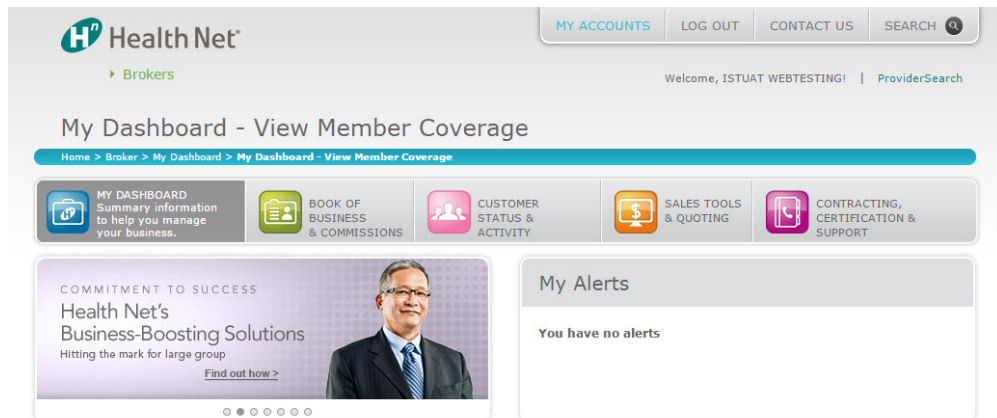


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Health Net

# Ordering ID Cards for Your Clients!

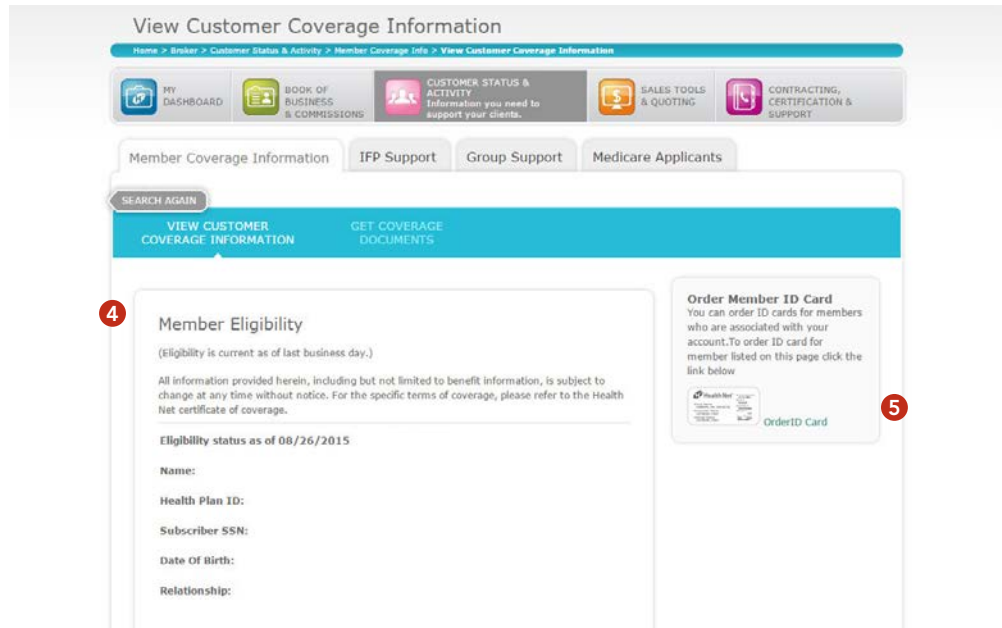
Go online and order a Health Net member replacement ID card for your clients. Just follow the simple instructions below.

- 1 Log in to your broker account at **www.healthnet.com**.
- 2 Once logged in, on the main dashboard page, see the *View Member Coverage* tab.
- 3 Enter your search criteria. (**Note:** Not all fields must be completed.) Click *Look Up*.

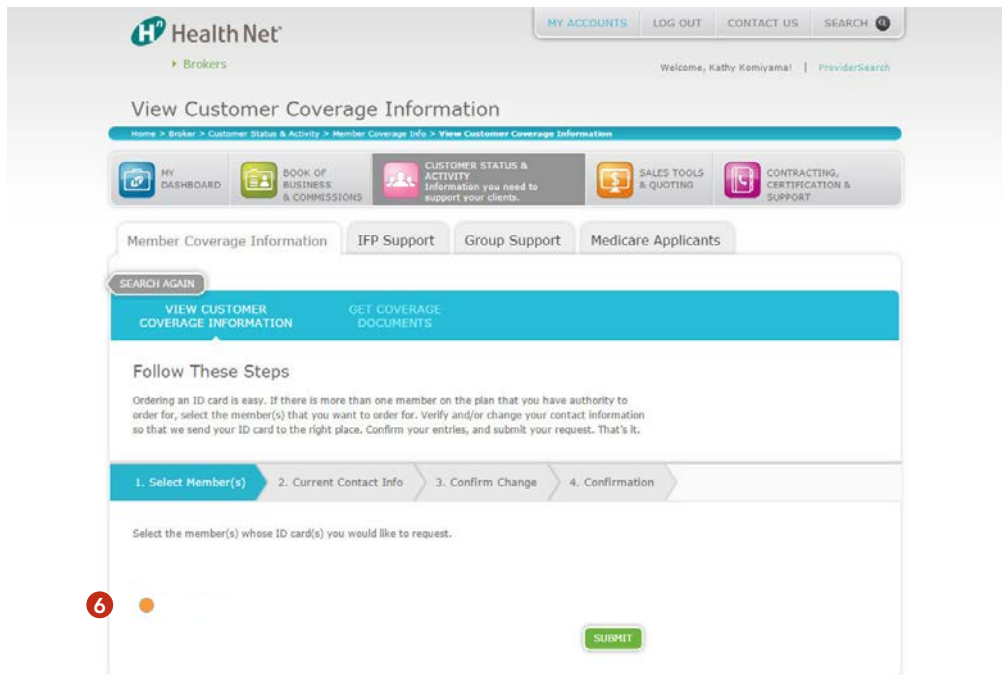


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- 4 The member's information will populate; confirm that this is the correct information.
- 5 To the right you'll see a small example of a member ID card; click *Order ID Card*.

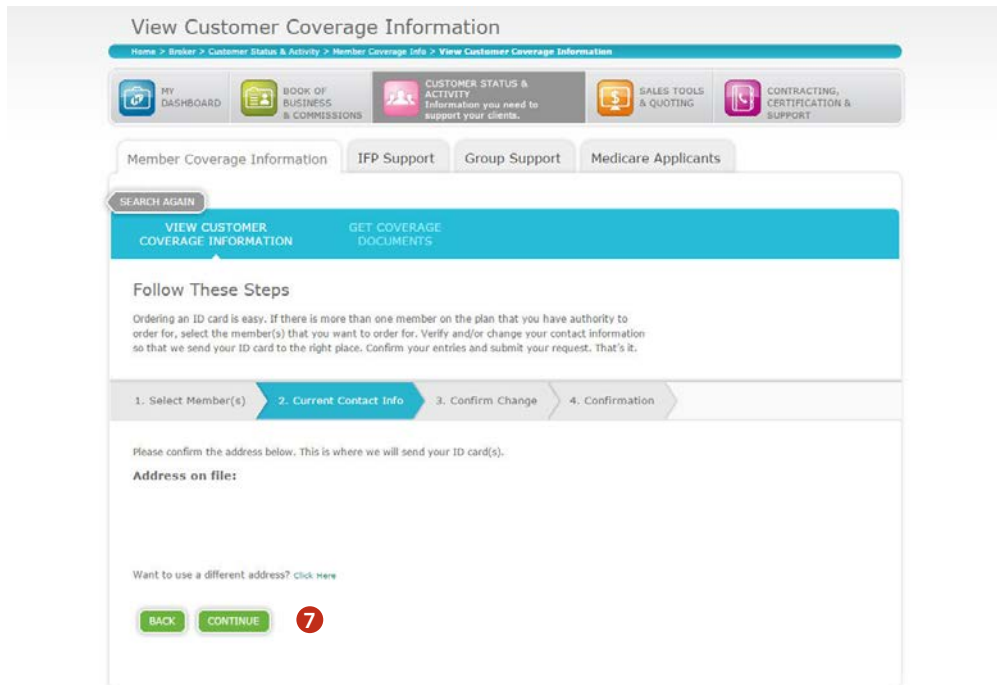


- 6 On the next page, select the member(s) whose ID card(s) you would like to request. Click *Submit*.

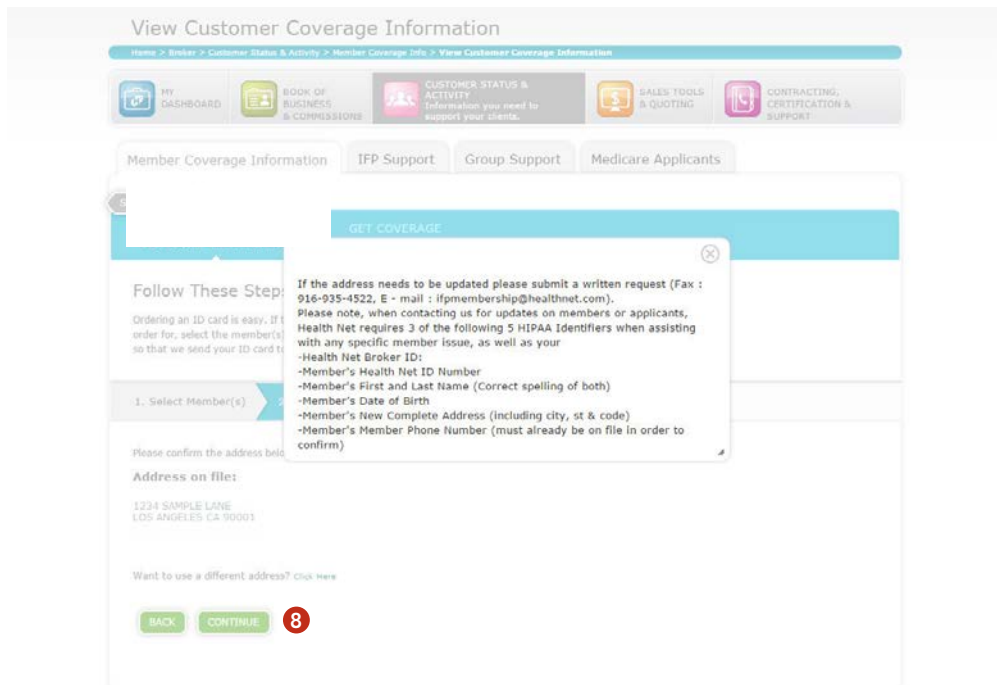


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- 7 The address of the member/dependents will populate. Click *Continue*.



- 8 **Note:** There is an option near the continue button that allows you to change/update the address. This function populates a field that directs you to request the update via the normal methods.



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- 9 A second confirmation populates on the next screen. To confirm the order, click *Submit*.

The screenshot shows the 'View Customer Coverage Information' page. At the top, there is a navigation bar with the breadcrumb: Home > Broker > Customer Status & Activity > Member Coverage Info > View Customer Coverage Information. Below this is a menu with icons for MY DASHBOARD, BOOK OF BUSINESS & COMMISSIONS, CUSTOMER STATUS & ACTIVITY, SALES TOOLS & QUOTING, and CONTRACTING, CERTIFICATION & SUPPORT. A secondary menu includes Member Coverage Information, IFP Support, Group Support, and Medicare Applicants. A 'SEARCH AGAIN' button is present. The main content area has two tabs: 'VIEW CUSTOMER COVERAGE INFORMATION' (active) and 'GET COVERAGE DOCUMENTS'. Under the heading 'Follow These Steps', there is explanatory text: 'Ordering an ID card is easy. If there is more than one member on the plan that you have authority to order for, select the member(s) that you want to order for. Verify and/or change your contact information so that we send your ID card to the right place. Confirm your entries and submit your request. That's it.' A progress bar shows four steps: 1. Select Member(s), 2. Current Contact Info, 3. Confirm Change (highlighted), and 4. Confirmation. Below the progress bar, it says 'Please review the following information.' and lists 'Member Name:' and 'Delivery Address:'. At the bottom, there are 'BACK' and 'SUBMIT' buttons, with a red circle containing the number 9 next to the 'SUBMIT' button.

- 10 The card has now been ordered and on its way to the member. Please allow 7 to 10 business days for the member to receive the ID card in the mail.

This screenshot shows the same 'View Customer Coverage Information' page as above, but at a later stage. The progress bar now shows five steps: 1. Select Member(s), 2. Current Contact Info, 3. Edit Contact Info, 4. Confirm Change, and 5. Confirmation (highlighted). Below the progress bar, a red circle with the number 10 is followed by the text 'Your Request Has Been Submitted'. Below this, it says 'Please allow 7-10 days for the delivery of your Health Net ID card. Thank you for using the Health Net website.' At the bottom, there is a 'BACK TO MY HEALTH PLAN' button.

*We are your Health Net.™*