

HN-AHIP Site Access Instructions

For 2014 AEP



Herminia
Escobedo
Health Net



Presentation for
*HN Brokers, HN Associates
and Protocol Agents*

Presentation by
Medicare Sales Operations



Before You Start ...

Please have the following information ready before you start. If you don't remember your NPN, a look-up window will be available on the registration page.

- If you are a Broker, you will need:
 - Your National Producer Number (NPN) _____
 - Credit Card (AmEx, Visa, or Master to pay for 2014 AHIP Medicare Training)
 - Access Code: **HN2014**

- If you are a Health Net Associate, you will need:
 - Your National Producer Number (NPN)_____, if applicable.
 - Access Code is your **Associate ID #**. All eligible associate IDs are pre-registered in the system.

- If you are a Protocol Agent, you will need:
 - Your National Producer Number (NPN) _____
 - Access Code:_____. Please obtain the access code from your supervisor.

2014 HN-AHIP Site URL Link

Copy and paste the link below to your web browser, then press "Enter" on your keyboard.

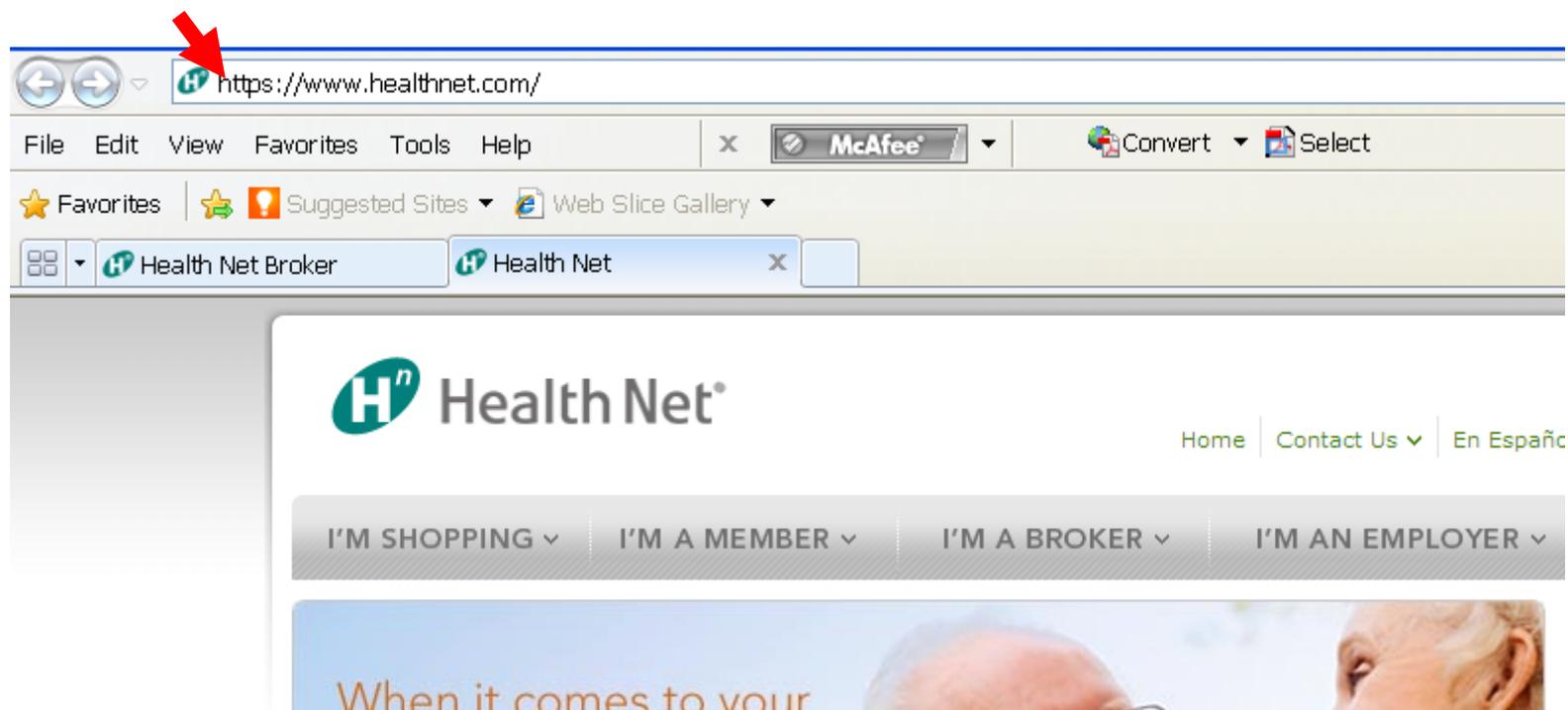
<https://healthnet.cmpsystem.com/>

Skip to slide# 13, if you are able to access the link above.



Alternative
Method to
HN-AHIP Site

Go to www.healthnet.com



Alternative Method to HN-AHIP Site

Click "I'm A Broker"

The screenshot shows a Windows Internet Explorer browser window displaying the Health Net website. The browser's address bar shows the URL <https://www.healthnet.com/portal/home.do>. The website header includes the Health Net logo, a search bar, and a 'LOG IN' button. A navigation menu contains several options: 'I'M SHOPPING', 'I'M A MEMBER', 'I'M A BROKER', 'I'M AN EMPLOYER', and 'I'M A PROVIDER'. A red arrow points to the 'I'M A BROKER' link. Below the navigation menu, there is a large banner with the text 'When it comes to your health, there's more than one right answer.' and 'DECISIONPOWER health in balance.' To the right of the banner is a 'ProviderSearch' section with a dropdown menu for 'Select a search method:'. Below the banner are several promotional tiles: 'Medicare Supplement Plans for California and Oregon', 'Introducing Health Net Mobile', and 'Health Care Reform Update: What You Need To Know'. At the bottom of the page, there is a footer with various links and a 'Secured by' logo.

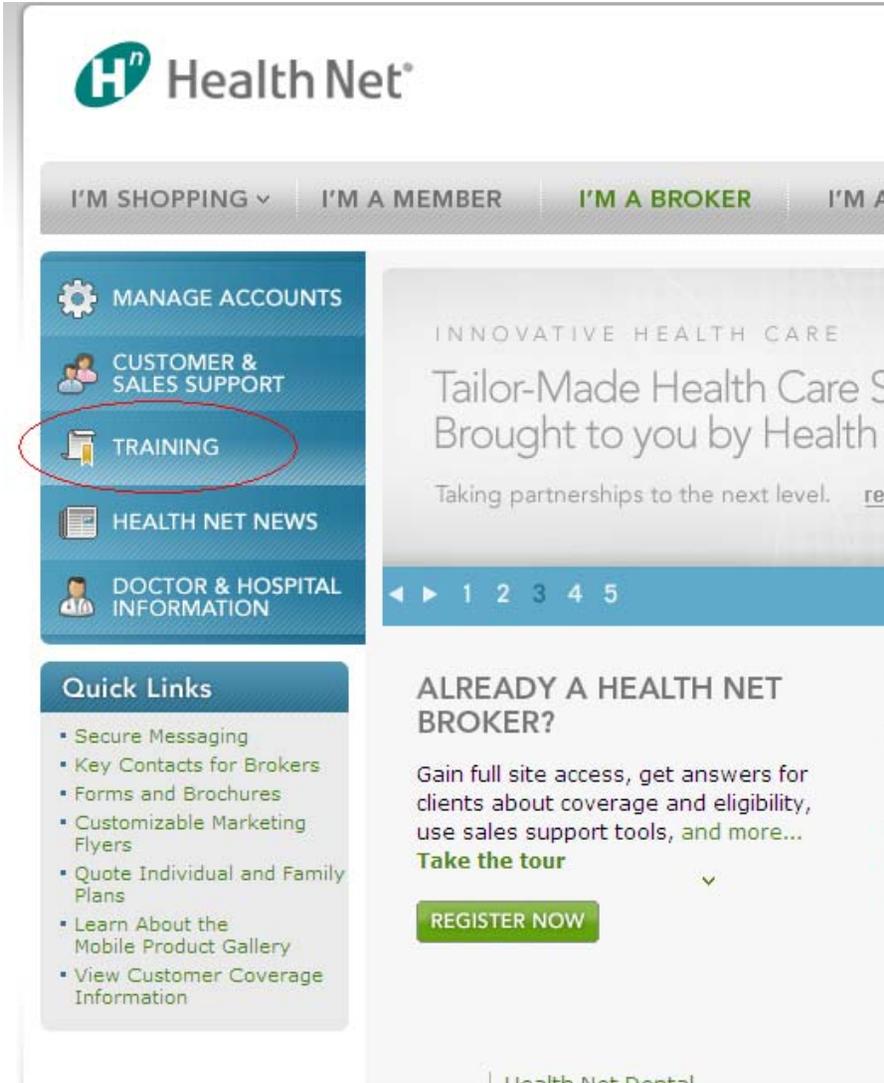
Alternative
Method to
HN-AHIP Site

Select your region from the menu

The screenshot shows the Health Net website header. The logo is in the top left. Navigation links for Home, Contact Us, and En Español are in the top right. A horizontal menu contains four items: 'I'M SHOPPING', 'I'M A MEMBER', 'I'M A BROKER', and 'I'M AN EMPLOYER'. A red arrow points to the 'I'M A MEMBER' dropdown, which is open to show a list of states: Arizona, California, Oregon, and Washington. Below the menu is a banner with the text 'When it comes to your health, there's more than one right answer.' and a green button that says 'DECISIONPOWER health in balance.' The background of the banner features a photograph of two smiling women.

Alternative
Method to
HN-AHIP Site

Click “Training”



The screenshot shows the Health Net website interface. At the top, there is a navigation bar with links for 'I'M SHOPPING', 'I'M A MEMBER', 'I'M A BROKER', and 'I'M A...'. Below this is a main menu with several categories: 'MANAGE ACCOUNTS', 'CUSTOMER & SALES SUPPORT', 'TRAINING' (circled in red), 'HEALTH NET NEWS', and 'DOCTOR & HOSPITAL INFORMATION'. To the right of the menu is a large banner for 'INNOVATIVE HEALTH CARE' with the text 'Tailor-Made Health Care S Brought to you by Health' and 'Taking partnerships to the next level. re'. Below the banner is a carousel with five numbered items. At the bottom of the page, there is a section titled 'ALREADY A HEALTH NET BROKER?' with a 'REGISTER NOW' button.

Hⁿ Health Net®

I'M SHOPPING ▾ | I'M A MEMBER | **I'M A BROKER** | I'M A...

MANAGE ACCOUNTS

CUSTOMER & SALES SUPPORT

TRAINING

HEALTH NET NEWS

DOCTOR & HOSPITAL INFORMATION

Quick Links

- Secure Messaging
- Key Contacts for Brokers
- Forms and Brochures
- Customizable Marketing Flyers
- Quote Individual and Family Plans
- Learn About the Mobile Product Gallery
- View Customer Coverage Information

INNOVATIVE HEALTH CARE

Tailor-Made Health Care S
Brought to you by Health

Taking partnerships to the next level. re

1 2 3 4 5

ALREADY A HEALTH NET BROKER?

Gain full site access, get answers for clients about coverage and eligibility, use sales support tools, and more...

Take the tour

REGISTER NOW

Alternative Method to HN-AHIP Site

Select “Medicare Broker Training & Certification”

The screenshot displays the Health Net website interface. At the top, the Health Net logo is visible. Below it, a navigation bar contains three tabs: 'I'M SHOPPING', 'I'M A MEMBER', and 'I'M A BROKER'. The 'I'M A BROKER' tab is active. On the left side, there is a vertical menu with several categories: 'MANAGE ACCOUNTS', 'CUSTOMER & SALES SUPPORT', 'TRAINING', 'HEALTH NET NEWS', and 'DOCTOR & HOSPITAL INFORMATION'. Under the 'TRAINING' category, the following items are listed: 'Medicare Broker Training & Certification', 'Online Billing and Enrollment Demo', 'Member Web Site Tour', and 'Code of Business Conduct and Ethics Integrity Hotline'. The 'Medicare Broker Training & Certification' item is circled in red. To the right of the menu, there is a promotional banner for 'Health Net ExcelCar' with a navigation bar below it containing arrows and numbers 1 through 5. Below the banner, there is a section titled 'ALREADY A HEALTH NET BROKER?' with a sub-header and a 'Take the tour' link.

Alternative Method to HN-AHIP Site

Select Certification Path

The screenshot shows the Health Net website interface. At the top left is the Health Net logo. To the right are navigation links: Home, Contact Us, and Find a Doctor. Below this is a horizontal menu with five options: I'M SHOPPING (with a dropdown arrow), I'M A MEMBER, I'M A BROKER (highlighted in green), I'M AN EMPLOYER, and I'M A PROVIDER. On the left side, there is a vertical sidebar with icons and text for: MANAGE ACCOUNTS, CUSTOMER & SALES SUPPORT, TRAINING, Medicare Broker Training & Certification (highlighted), Online Billing and Enrollment Demo, Member Web Site Tour, and Code of Business Conduct and Ethics Integrity Hotline. The main content area is titled 'Appointment & Contracting Medicare Brokers Medicare Producer Training & Certification'. It contains the text: 'It's easy to become a Health Net Medicare Broker in Arizona. Please select the appropriate training and certification path:'. Below this text are two orange buttons: 'NEW BROKER CERTIFICATION' and 'RETURNING BROKER RECERTIFICATION'. Under the 'NEW BROKER CERTIFICATION' button, it says: 'New brokers are those who have never contracted or certified with Health Net Medicare Programs.' Under the 'RETURNING BROKER RECERTIFICATION' button, it says: 'Returning brokers are those who have previously contracted with Health Net Medicare Programs.'



Alternative Method to HN-AHIP Site

New Broker Certification – Go to Step 3 to find Health Net AHIP site link



- **Step 3: Take 2014 AHIP Exam**
 - Go to our [Health Net AHIP site](#) (even if you have already completed an AHIP certification. Further instructions will be provided once you launch Health Net training program site).
 - Refer to: [Health Net-AHIP Site Access Instruction \(pdf\)](#)
 - Take the AHIP exam and obtain your AHIP Certification of Completion

Alternative Method to HN-AHIP Site

Returning Broker Recertification – Go to Step 1 to find HN-AHIP site link

Health Net

SEARCH LOG IN

Home Contact Us Find a Doctor or Hospital REGISTER NOW

I'M SHOPPING ▾ I'M A MEMBER I'M A BROKER I'M AN EMPLOYER I'M A PROVIDER

MANAGE ACCOUNTS

- Appointment & Contracting
 - Commercial Brokers
 - Medicare Brokers
- Update My Account

CUSTOMER & SALES SUPPORT

- TRAINING
- HEALTH NET NEWS
- DOCTOR & HOSPITAL INFORMATION

Quick Links

- Secure Messaging

Medicare Producer Training & Certification

Returning Broker Recertification

Welcome Back! We're glad to have you recertify with us to sell our 2013 MAPD plans. Prior to marketing or selling any Health Net Medicare Product, you must follow each step listed below to ensure accurate completion and efficient processing of your Broker Agreement.

Please Note: This page is for returning brokers who are recertifying. If you are a new broker and need to certify for the first time, please [click here](#).

Getting Recertified

- Step 1: Review HN 2014 Broker Compliance Training Documents**
 - Go to our **Health Net AHIP site** (even if you have already completed an AHIP certification. Further instructions will be provided once you launch Health Net training program site).
 - Read all HN required documents
 - Print out the 2014 Health Net Acknowledgment confirmation

My Health Net

Please log in to access your plan information.

User Name:

SUBMIT

Where do I enter my password?
Register Now

ProviderSearch
find doctors, hospitals, and more

New Mobile Product Gallery
Start using it today!

Alternative
Method to
HN-AHIP Site

Click “Continue” to go to HN-AHIP site



MANAGE ACCOUNTS

- ▼ **Appointment & Contracting**
 - Commercial Brokers
 - Medicare Brokers
- 🔒 Update My Account

CUSTOMER & SALES SUPPORT

COMMISSION &

Disclaimer

You are now leaving Health Net's web site for **Health Net's Producer Medicare Training and Certification - On America's Health Insurance Plans website**. While Health Net believes you may find value in reading the contents of this site, Health Net does not endorse, control, or take responsibility for this organization, its views, or the accuracy of the information contained on the destination server.

CONTINUE ➔

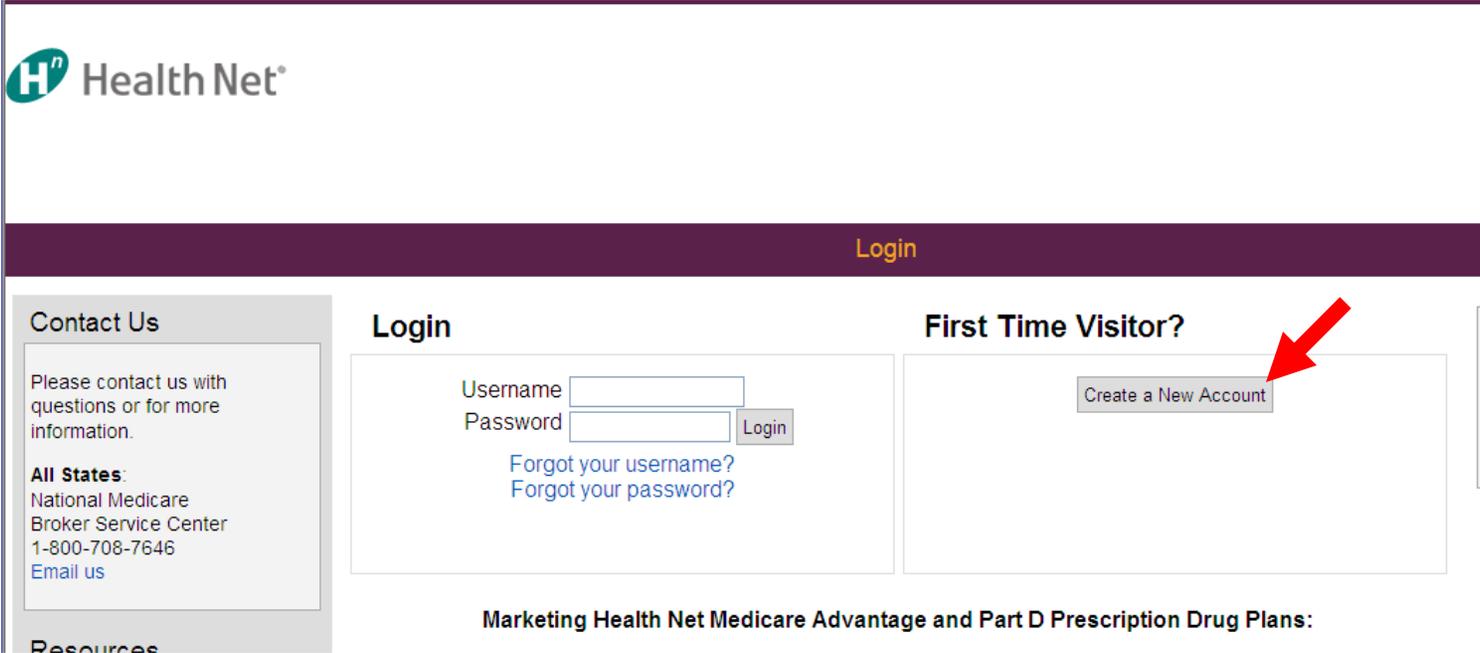


Health Net – AHIP Site

Access Code & Registration

Pam White,
Health Net

You have now been redirected to the Health Net-AHIP site. You must create an account on this site, if you are not already registered.



The screenshot shows the Health Net website interface. At the top left is the Health Net logo. A dark purple horizontal bar contains the word "Login" in orange text. Below this bar, the page is divided into three main sections. On the left is a "Contact Us" sidebar with contact information for "All States". The middle section is titled "Login" and contains input fields for "Username" and "Password", a "Login" button, and links for "Forgot your username?" and "Forgot your password?". The right section is titled "First Time Visitor?" and contains a "Create a New Account" button, which is highlighted by a red arrow. At the bottom of the page, there is a heading: "Marketing Health Net Medicare Advantage and Part D Prescription Drug Plans:".

Contact Us

Please contact us with questions or for more information.

All States:
National Medicare
Broker Service Center
1-800-708-7646
[Email us](#)

Resources

Login

Username
Password

[Forgot your username?](#)
[Forgot your password?](#)

First Time Visitor?

Marketing Health Net Medicare Advantage and Part D Prescription Drug Plans:

Enter Your Access Code

Once you submit the access code, follow the screen to complete new HN-AHIP site registration steps for new brokers

- If you are a broker, enter “HN2014”
- If you are a HN associate, enter your associate ID
- If you are a Protocol agent, please obtain the access code from your supervisor



Login

Please enter your Access Code or Health
Net Associate ID.*

Submit



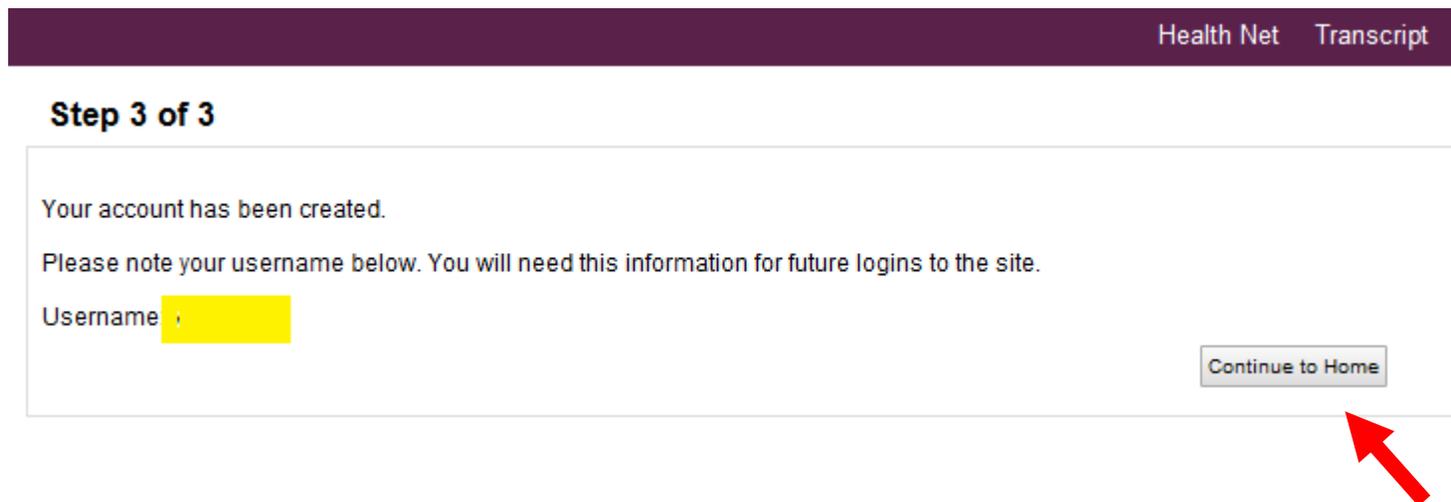
Registration Steps – first time users

Step 1. Submit confidential information

Step 2. Submit demographic information

Step 3. Review registration confirmation message and user name.

Once you completed registration process, click “Continue to Home” to select your learning courses.



The screenshot shows a dark purple header bar with the text "Health Net Transcript" on the right. Below the header, the page is titled "Step 3 of 3". The main content area contains the following text: "Your account has been created." followed by "Please note your username below. You will need this information for future logins to the site." Below this text is a label "Username" followed by a yellow rectangular box representing a redacted username. In the bottom right corner of the content area, there is a button labeled "Continue to Home". A red arrow points to this button from the bottom right of the screenshot.

Select Your Learning Tracks - Select the region(s) in which you intend to sell, then click “Place me in the selected learning” to enter MY CERTIFICATIONS PAGE

Health Net Transcript

Available learning

1

State

- Arizona
- California
- Oregon
- Washington

2

Select all Unselect all

State

- Arizona
- California
- Oregon
- Washington

3

Place me in the selected learning



MY CERTIFICATIONS PAGE

click the plus sign (+) on the right to see courses in each region

Health Net Transcript

Each title is a link to the Health Net's respective Medicare policies and procedures documents. Please click on each link in order and review prior to agreeing. You will be held responsible for understanding and abiding by all terms and conditions to which you have agreed.

Please note, Health Net will be monitoring and tracking the amount of time spent within the provided items. These elapsed times will be reflective within your personal transcript.

For agents who have already taken AHIP's 2014 Medicare Training, please follow the link provided below. The system will re-direct you to AHIP's training site and automatically sign you into Health Net's co-branded version of the training - assuming you already have an active account with them. Once logged in, the system will prompt you with an option to transmit your results back over to Health Net's system. Once completed, you can return back to your training by selecting the "Return to Health Net" link located in the top-right hand corner.

For agents who may have completed an equivalent compliance training with another company, please contact Health Net Broker Services for assistance.

My Certifications

- Health Net Medicare Broker Certification (Arizona)
- Health Net Medicare Broker Certification (California)
- Health Net Medicare Broker Certification (Oregon)
- Health Net Medicare Broker Certification (Washington)



* Please note: If you select multiple region learning tracks, you will see the same AHIP training and other Health Net courses listed in each region. You only need to take/pass these courses once.

MY CERTIFICATIONS PAGE – 2014 AHIP Medicare Training

- The “2014 AHIP Medicare Training” link will direct you to the AHIP site where you can review the learning modules and take the exam.
- If you have taken AHIP's 2014 Medicare Training, please still follow the link. The system will re-direct you to AHIP's training site and automatically sign you into Health Net's co-branded version of the training - assuming you already have an active account with them. Once logged in, the system will prompt you with an option to transmit your results back over to Health Net's system. Once completed, you can return back to your training by selecting the "Return to Health Net" link located in the top-right hand corner.

MY CERTIFICATIONS PAGE – HN 2014 Product Training

- **Health Net's 2014 Product Training and 2014 Compliance Training will be available in September.** You will receive a reminder email once the webinar is available.
- *New* PAPER IS NO LONGER REQUIRED – All Trainings will be submitted electronically upon completion to the Health Net Medicare Broker Intake team
- New Brokers Training certificates will also be submitted electronically, however your additional paperwork such as Cover Page, Appendix A, W-9 and License will require a paper transmission via email or fax to Medicare.BrokerIntake@healthnet.com OR 1.866.581.1595

MY CERTIFICATIONS PAGE – Health Net Courses for 2013 New Brokers

- Once you are back on the HN-AHIP training site, the next course, Sales Producer Code of Conduct, will be unlocked.
- Each title is a link to the Health Net's Medicare policies and procedures documents. Please click on each link in order and review prior to agreeing. You will be held responsible for understanding and abiding by all terms and conditions to which you have agreed.
- Health Net will be monitoring and tracking the amount of time spent within the provided items. These elapsed times will be reflective within your personal transcript.
- You will be able to print a copy of Acknowledgement Form, once you have completed all courses.