What to do	How to access
Help your Health Net plan members • Order ID cards • Get coverage documents • View coverage information Empower members with the **HN Mobile App** self-service tool!	• Click *Customer Status & Activity* tab. • Enter member's information. • Complete each task under *View Customer Coverage Information* tab. HN Mobile provides everything members need to view and track their health plan information on their smartphone. **Learn more and download** to share with your clients.

Online commission statements
• Access current statements and archives (up to 18 months)
• Available in CSV or PDF format
	• Click *Book of Business & Commissions* tab.
	• Click *View Commissions* tab for the most recent commission release.
	• To view past commissions, click *View Archived Reports*:
	  o Select a *monthly report, report start date* and *report end date* in the drop-downs.
	  o Click *Search.*

Manage brokerage firm accounts • Assign sub-access to firm employees • Delegate firm book of business access by function, e.g., commissions, enrollment, billing	• Click *My Accounts*. • Click *View & Manage Broker Accounts* tab. • From *Manage Broker Accounts,* you can create new users, delegate features and disable users on the account. • **TIP:** Be sure to click the *Create User* button at the bottom of the page to finish!
Book of Business tool PDFs Handy references to view and download	**California** **Arizona**