

Broker Contracting Guide

2024



HealthNet.com

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Welcome!

Welcome to Broker Contracting User Guide!

This guide is designed to help you navigate through the steps needed to use our Online Self Service Tool effortlessly. Whether you're a newcomer or an existing user, you'll find valuable information here to enhance your knowledge of the process to become a contracted broker with Health Net.

Purpose of this Guide

This user guide is crafted with the aim to provide you with clear, step-by-step instructions on how to first register as a user for our Online Self Service Tool. Then it will serve as your go-to resource to access of our Online Self Service Tool, ensuring that you can leverage all its capabilities to their fullest extent!

Registration

For New Users

If you are accessing the Health Net Broker Online Self Service Tool for the first time, please proceed with the following instructions to register.

Use this link to get to the registration page https://social.webcomserver.com/wpm/caseEditPrepare.do? &token=mvnD00WnOfz5wG96DbDmfT5h30%2BbGeElN2i2d3cxSrw%3D&tenantName=hlth

Note! You can also access the registration page through our websites using either of the following:

Group Business

- Visit the Health Net website at https://www.healthnet.com/content/healthnet/en_us.html
- Click on the Brokers Tab on the top right of the screen.
- Click on Get Contracted under the Plan Information Section.
- Click on Commercial Contracts in the Commercial Brokers box.
- Click on Create a Health Net Contract Account in the middle of the page.

Individuals & Family Plans

- Visit the ambetter website at https://ifp.healthnetcalifornia.com/
- Hover your mouse over FOR BROKERS and click on Get Contracted.
- Click on Broker Self-Service Web Tool on the second bullet under Get Contracted with Health Net.

Note! The same registration form is used for either of the options above.

Existing Users

If you are already registered with the Health Net Broker Online Self Service Tool, and have a login and password, please proceed directly to the login page - https://social.webcomserver.com/wpm/?tenantName=hlth

Registration

Registration Form

- On the Health Net Sign U-Up Page, complete the form.
- Once finished, click submit.
- You will receive an email confirmation the email you provided on the form w details on how to continue the registration process.

otrotion	My Profile
STATON	Health Net Sign-Up Page If you are attempting to retrieve your login name, please enter the last known login name in the field below.
tion Form	1 Your Login Data Login Name: *
e Health Net Sign U-Up Page,	2 Your Personal Information First Name *
ete the form.	Middle Name
inished, click submit.	Last Name *
ll receive an email confirmation to	e.g. johndoegisie com
nail you provided on the form with	NPN:*
s on how to continue the	3 Security Check
ation process.	Security Check * Try New Code
An email has been sent with a login link, your user nam The first time you log in, you will be required to chang There is nothing more you need to do here. Please close	e your password. this browser window

• Note, if you see, "NPN currently in use click the green "Password Reset" button and your login credentials will be emailed to you

Registration Completion

- · Check your email for login details on how to proceed.
- The email will include a temporary password to login.
- Upon login, you will be prompted to change your password.

SAP Workflow Login Requet
Dear
You have requested a Health Net SAP Workflow login be created.
If you did NOT submit this request, please contact your Workflow administrator
Below is your new User Name and a temporary password.
Login:
Password
Log into SAP Workflow by clicking here.
You will be required to change your password on the first login.
Thank you.
Health Net Broker Contracting

Note! If you do not receive a confirmation email with your login credentials, please contact your sales representative at 1 800 909 3447 , Option 3 or email brokers@healthnet.com

Registration

Log In

You will now be able to log into the Online Self Service Tool by accessing the following link:

https://social.webcomserver.com/wpm/? tenantName=hlth

To Login:

- Enter your login credentials.
- Domain name is hlth.
- Click Sign In.
- Select My Profile on the top left to move on to the validation step.

🗈 My Profile	
Co My Requests	Open cases assigned to me
	i Currently there are no open

Validation

Upon your first successful login, you will be prompted to complete a validation step. This step can be completed using either a Tax ID or Social Security Number.



Note! You will only need to complete this validation step once, during your first login. Validation must have the TIN or SSN entered with no dashes or spaces, numbers only.

SA	•
– User Name * ––––––	
Password *	
- Domain	
hlth	
Sign	In

Submit a Broker Onboardng Request

After completing validation in the prior step, continue with the following to begin the onboarding process:

 Click on the blue tile labeled Commercial& Medicare Supplement Broker Onboarding.



• To begin, click the Create Case for CA button.



Jpon selecting the unique public and	e checkbox, you agree to th I private key will be stored signature. This signature v	e use of elec for your signa will be a repre	tronic signatures when ature and will be used o esentation of you and v I Agree	signing any document in this application. A on any official documents that require your vill be treated as such. *
ontracts for States	Direct Deposit (EFT Form)	W-9		
Select Additional F	orms: 🗆 Web Registration			
Line of Business: *	select	```	Contract State	select 🗸
Next >				



Broker Onboarding

Complete the following on the Broker Onboarding Window:

- To begin, check the I Agree box .
- On Select Additional Forms, check Web Registration and Direct Deposit (EFT Form).
- Select Commercial under Line of Business.
- Select CA for the Contract State.

Broker Onboardin	e					
Upon selecting the will be stored for ye	checkbox, you agree to the use of 6 our signature and will be used on a	electronic signatures ny official document will be tre	when signing any documen is that require your signature ated as such. * Agree	nt in this application. A e. This signature will be	unique public and private a representation of you	e key and
Contracts for States	Preliminary Agent Information Form	W-9				
Select Additi	onal Forms: Ueb Registration Direct Deposit (EFT	Form)				
Line of Busines	s: *select	~	Contract State *	select	~	
Next >	-select- Commercial			AZ CA OR		
			Submit			

- Additional onboarding tabs will appear as you make the above selections:
 - Contracts for States
 - Web Registation Form
 - W-9
 - E&O

will be stored for	your signature and will b	the use of electronic sig e used on any official do wi	natures when signing any o cuments that require your Il be treated as such. *	docume signatu	ent in this applicat re. This signature	ion. A unique public and private ke will be a representation of you and
Contracts for States	First Piece of Business	Web Registration Form	Direct Deposit (EFT Form)	W-9	E&O	
	-					
	Direct D	eposit (EFT Form)				
Line of Busine	 Direct D select 	eposit (EFT Form)		61.1. I	select	~
Line of Brains	 Direct D select 	eposit (EFT Form)	5		select [required]	•
	Direct D select Commercial	eposit (EFT Form)		Charlen	select [required]	~

Onboarding Tabs Tips

This section highlights each onboarding tab's commonly asked questions and how to complete them.

Contract for States

- When filling out the name, list only the name contracting and confirm with the DOI that the name is allowed to be used in California.
 - Only use the DBA name or the Broker's name, NOT BOTH.
- The name submitted has to be an exact match as the DOI CA license.
- Please ensure that signatures and titles are consistent. Contracting will not process mismatching signatures or titles.
- Examples of acceptable titles:
 - Individual Broker- Owner | Principal | CEO | Broker
 - Business Name CEO | Owner | Principal

Broker Onboarding	:					
Upon selecting the cl will be stored for yo	heckbox, you agree to ur signature and will be	the use of electronic sig e used on any official do wil	natures when signing any o cuments that require your s l be treated as such. *	locumer signature	nt in this applicatio e. This signature w	n. A unique public and private key ill be a representation of you and
Contracts for States	First Piece of Business	Web Registration Form	Direct Deposit (EFT Form)	W-9	E&O	
Select Addition	nal Forms: 🗌 Web Reg 🗌 Direct De	gistration eposit (EFT Form)				
Line of Business:	* Commercial	~	Contract	State *	CA	~
BROKER AGREEME Do you intend to sel -select- Part I. AGENT / BF (ALL INFORMATI PLEASE CHECK AF	INT	TION TO PROCESS COMP	MISSION PROPERLY)			
 INDIVIDUAL/S CORPORATION PARTNERSHIP OTHER 	OLE PROPRIETOR					
LICENSED AGENT /	BROKER NAME: *					
DBA:						

Onboarding Tabs Tips Continued

This section highlights each onboarding tab's commonly asked questions and how to complete them.

Web Registration

- Leave Broker ID blank since it has not yet been provided.
- If you are unsure of your username, enter in the same username used in Workflow .

Contracts for States Inconstate	First Piece of Business Incomplete	Web Registration Form Incomplete	Direct Deposit (EFT Form) Incomplete	W-9 incomplete
ELO POPULA				
User name guidelines:				
 User name must be a min Please create a user name To avoid delays, please av 	imum of 6 to 15 alphanumeric charac e that is unque in format, void user names such as Health5234	ters. or Briani.		
Select your web account us name	E *			
Please complete the following int	humation.			
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Decker Com Name *				
and the rest states				
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Address line 1 *				
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Phone Number *				
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Fax Number				
Tax ID Number	040-98-0282			
DOI License Number *				
	Internel			
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	inc.ind			
Court & Address &				
Email Address -				
	(regime)			
Once your form has been so your broker website account	nt, look for the email from He it is active. Your broker website	alth Net within two business da a user name, along with a temp	ys, confirming that your web acco orary password, will be emailed to	runt has been loaded and 9 you.
Note: Agents in your firm a create a personal profile for	may register for access to the si r his or her use.	te with an association ID, which	h will be sent in the email confirm	sation. Each agent can the
REMODELLIZELUS (VIS) Privacy Stateme with all confidentiality laws and regulatic contract, explicit or implied, with readth	int, Health Net complian with all requirement on and take impo to maintain the security of Net, and/or violation of federal and state law	of the Redenal Gramm-Leach-Billey Act of () the personal information about Health Net In	003. When you conduct business with, for, or on 5 sureds. Failure to act in accordance with the above	shaif of Health Net, you must comply a could result in a breach of your
Constant				
Second				
	(maximal)			
Title	e* [
	(eered			
Cute				
	(optimal)			
d Barbar	2			
Next Next				
		Submit:		

Direct Deposit

- Choose new direct deposit.
- Do not enter in a Broker ID since it has not yet been provided.

Contracts for States Incompany	First Piece of Business Incorgana	Web Registration Form Incompute	Over1 Deposit (EFT Form) Incompany	M-9 securiture
Eao hompiate				
	*Please note new EFT reques	tt may take 1-2 committion et	cles before they become active	
G				
Health Not				
authorize Health Net of Arizona	Inc., Health Net of California, Inc., He	with Net Health Plan of Oregon, Inc. at	dia	
Health Net Life Insurance Compli- Initiating credit entries into the at to change financial institutions, to hereby authorize the Company account and to correct my account	any, hereinafter called the Company, to coourt and at the bank bined below. In eminate service, or until the Company and the financial institution to electron rit for any amounts deposited to which	o make payment of any amount owing n is agreement will remain until I give will notifies me that this service has been i ically deposit any payment into my des is an not entitled.	ne (us) by then notice seminated. Ignated	
instructions for direct depos				
FIL in complete banking informat	ion where indicated. If muting number	is unknown, silease contact your hank	Without	
the routing number, the automat	ic deposit cannot be processed.			
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Contact Name: *		_	Phone #:	
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Signature(owner or extern).*			0409/2024	
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(m)	and a second			
< Previous Next	>			

W9

- Check off entity type in box 3.
- Scroll down to add signature.
- Ensure that the broker information is in the correct field at the top of the W-9.

Course W. O.	1	Request for Taxpayer	Give Form to the requester. Do not send to
Res Ortober 2018)		Identification Number and Certification	the IRS.
Department of the Treasury			
Internal Parama Service			



Onboarding Tabs Tips Continued

This section highlights each onboarding tab's commonly asked questions and how to complete them.

E&0

• Be sure to upload the E&O that does not include the "&" symbol in the file name.

Broker Onboarding Upon selecting the checkbo will be stored for your sign:	ix, you agree to the use of electr ature and will be used on any of	ronic signatures when signing an ficial documents that require you	y document in this application. A ur ur signature. This signature will be a	nique public and a representation	l private ke of you and
		I Agree			
Contracts for States Incomplete	First Piece of Business Incomplete	Web Registration Form Incomplete	Direct Deposit (EFT Form) Incomplete	W-9 Incomplete	
E&O Incomplete					
	Please do no	t use the '&' symbol on the n	ame of your file		
Upload E&C	*	1			
	[required]	<u> </u>			
Previous					
		Submit			

Complete Onboarding

Click Submit when all tabs are completed to finish onboarding.

Additional Tips

- Do not mix entity information.
 - If the contract is for an individual then the NPN and SSN for the individual should be on the form. No reference to a TIN.
 - If the contract is for an agency, then the NPN and TIN must be for the business entity, no reference to a SSN should be on the form. If there is, then that is an indication that you are in the wrong Workflow account or that Workflow was registered incorrectly.
- Once the onboarding request is submitted a message will appear. "Your request has been submitted for review."
 - No confirmation number or onboarding request will be available at this time under "My Requests."
- Allow 5-10 business days to process onboarding.
- You will receive a welcome email once onboarding is complete.

Welcome Letter

Great Job! You have completed Broker Onboarding.

Your onboarding is now being reviewed by our contracting team. Please allow 5 - 10 business days for the contracting team to complete the review process. Once complete and approved, a welcome letter will be emailed to you if you are a new broker.

If additional documentation is required, you will receive a email notification advising you on the changes required. You will need to return to your request and update it accordingly as stated on the email.

Note! Please refrain from selling until you receive your Welcome Letter email.

- An Incomplete email will be sent if there are errors or corrections requested.
- Time frame is 14 days to complete updates. Then the case is Shelved. A new request will be required.

To edit the case: Login to Workflow using the login credentials that you created at https://social.webcomserver.com/wpm/?tenantName=hlth

Once logged in, the case will appear on the landing page ("My Requests"). Click on the request to access the case. Click, "resubmit" then click "edit". You will now be able to edit the case by using the tabs similar to the original onboarding request. Correct the case and make sure all the necessary updates are made according to the letter received by the Contracting Department.



Request Types

Once you are fully onboarded, you will have full access to the Online Self Service Tool. Here is a list of request types available through this tool.

My Profile					
Hello Val Welcome to the Here you will Vie	UED Broker Self S NEW Broker Self S II be able to aw your own Broke Submit New Req	er, Service Tool! er Data & uests			
Vy Broker Information					
Broker Details Guidant Inform	Ny Current Company)	Ny Literatio	My Education(s) (Interitor		
National Producer Number	(NPN)				
Brokar Name (As Con	racted)				
Enal/	Address				
Submit a New Request Hara					
Ender Onberding Commo dat & Malitana Dasternier dath Domine dat Character Stat The Domine dath Character Stat The Domine dat	Termination Process Get on the link before if you would lise its subtret a Termination recent.	Exce of Business Transfer Clok on the link below to submit a request to transfer your Block of Relatives.	Demographic Charge Demographic Charge Click on the link believe to charge any of your Demographic any of your Demographic any of your Demographic any of your Demographic Click Here	EFT Validation EFT Validation Discons the line balave its automit an UFT update.	Interfer Delegation Program Cick on the life heads is shall the interface Designation Process Click Here

Broker Onboarding

As a New Broker, your first step is to submit a Broker Onboarding request to become contracted with us.

Termination Request

Request to terminate your current contract.

Book of Business Transfer

Request to transfer your current Book of Business to another Contracted Broker.

Demographic Change

Request to change your address, email, or phone number.

EFT Validation

Request to update your Electronic Funds Transfer (EFT) Banking information.

Inheritor Delegation Program

Request that upon your death the Inheritor Agent delegated will be eligible to receive a Book of Business transfer upon such event and all applicable commissions/renewals will be transferred to the delegated agent.

Edit an Incomplete Case

Follow the steps below to edit or resubmit an existing case.

1. Click My Requests

My Profile	My Profile
gan My Requests	Hello Valued Broker, Welcome to the NEW Broker Self Service Tool! Here you will be able to View your own Broker Data &
	Submit New Requests
	My Brake Information
	National Producer Number (VPN)
	Submit a New Request Here
	Based on your Broker Data, you may submit one of the following requests displayed below.
3	

2. Click the arrow on the right side of the page in the Open Cases I Created box.

CENTENE					۲
My Profile					Collapse All Expand All
	Open cases assigned to me				۲
	Cases I Follow				۲
	Open cases I created				Chart Edit Columns Refresh 🛞
	Case Key 0	Case Name 0	Status 0	Assigned To	Updated
	Broker Onboarding-HLTH-15293	Test - 18618491	Contracting Review	AL AR AS and 42 more	06/25/2024 18:29:51

3. Click on resubmit to edit the case.

Updated	Blanca Rodarte On 06/25/2024 18/36/36				9 ····	
Created	On 06/25/2024 18/23/23	Approved Appointments	Schein Progress in Progress			
Assigned To	Uncontracted Broker	6				
Status	Incomplete	Add Resubmit				
		Delated Caree			Robota to Existing Canad	County Related Co.
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Edit an Incomplete Case

4. Click Edit Contract

onditio	S. Pethnet	_		
ම ය	Updated	On 06/25/2024 18:43:50	Actions	0
	Created	On 06/25/2024 19/23/23	Edit Conflact	Caser Tools
	Assigned To	Uncontracted Brower	Delated Cases	
	Status	Create Case	Nothing found to display	han a construct from a construct of
			Attachments	0
			File Name Ø Action	Uploaded By 0 Date Attached A Size 0
			G Incomplete Contracting Document.pdf	06/25/2024 1.906 KB Internal Uper
			G W-9 - Broker Onboarding-HLTH-15293 20	06/25/2024 33.480 KB Uncertacted Biolar

5. The case can now be updated.

NK. Selbret	-	-	-	-	-	-	-	-	-
۵	Updated	On 06/25/2024 28/43/50	Actions						(Q)
	Created	On 06/25/2024 18/23/23	Edit Contract						Case 1005
	Assigned To	Uncontracted Broker	Upon selecting the or key will be stored for	Plea theckbox, you agree to the your signature and will b	e click the Sub e use of elect e used on any	it button at onic signal official doo and will b	the bottom of the form to submit y tures when signing any docum cuments that require your sign to treated as such. *	our changes. Hent in this application. A ature. This signature wil	A unique public and private II be a representation of you
	Status	Create Case	Contracts for States	Direct Deposit (EFT Form)	W-9 E80		u ingree		
			Select Addition	al Forms: Web Regist	ation				
			Contract State	CA		*	Line of Business: *	-select-	~
			BROKER AGREEME	NT					0
			Oroup1FP	LIFP, Group or Both.					

Contact Support

For support please contact the Health Net Broker Services Team:

Phone: 1 800 909 3447 - Option 3 Email: Brokers@healthnet.com