

New Health Net Web Experience for 2018

California Individual & Family Plan and Medicare Advantage move to a new platform

We've been hard at work modernizing our systems to serve you and your clients better in 2018 and beyond. Ultimately, our new technology will seamlessly integrate and connect all user touchpoints. This will empower our members — your clients — to get even more value from their Health Net coverage in support of their health.

New IFP and Medicare Advantage online experience for you and your clients

Our first step in 2018 is a new and improved online experience for our Individual & Family Plan (IFP) and Medicare Advantage shoppers and members.

Launching at the same time is a new secure broker portal for your IFP and Medicare Advantage business.

Our new websites go live in October in preparation for 2018 open enrollment.

<i>New Websites</i>			
WEBSITE		URL	DATE
IFP Public Website	→	MyHealthNetCA.com	→ 10/11 to coincide with Covered California's early renewal
Medicare Advantage Public Website	→	ca.healthnetadvantage.com	→ 10/1
Broker Secure Portal	→	HNBroker.com	→ 10/1


Your commercial group and Medicare Supplement experience stays the same in 2018

We expect to move our commercial group and Medicare Supplement business to new online platforms in 2019.

For now, starting on October 1, 2017, you will have two broker online accounts with us:

1. IFP and Medicare Advantage business: HNBroker.com.
2. Commercial group and Medicare Supplement business: HealthNet.com.

IFP and Medicare Advantage website details and process changes

 **TIP!** Set up your broker account today. Follow the Account Registration steps.

There are some differences in what you'll find on the new broker portal, as well as some process changes for both you and your clients. The details are listed below, by topic. You can click on the topic you're interested in to go right to that section of the guide.

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Account Registration — New set-up for California IFP and Medicare Advantage portal

You'll set up a separate login and account for all your IFP and Medicare Advantage business. You can set up your account today in just minutes!

1. Start at HNBroker.com and click *continue to login/register*.

2. Enter your National Producer Number (NPN) and Tax ID.

3. Confirm your email address.

EMAIL	LAST NAME	FIRST NAME	TAX ID	NPN	STATES APPOINTED	STATUS	CREATE DATE
com	a	L	7	9	FL	ACTIVE	Tue Sep 26 13:46:59 CDT 2017

4. Check your email and click the link to confirm your registration.

Sample email:

noreply@test6-broker.brokersecureportal.com
to me

3:33 PM (0 minutes ago)

Our Broker Services team has created your secure Broker Portal web account.

Please click the link below to complete your account set up and website registration.
<https://test6-broker.brokersecureportal.com/brokerconnect/registration?verificationCode=aaL5Al9RFfeGMFm>

Please note: this link is only valid for 48 hours. If the link expires and you need to have a new link sent, please contact our Broker Services Unit at:
 California Commercial 1-(800)-909-3447, option 1
 California Medicare 1-(800)-708-7646


Thank you,
Broker Services

CONFIDENTIALITY NOTICE: This communication contains information intended for the use of the individuals to whom it is addressed and may contain information that is privileged, confidential or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by return mail and then permanently delete the communication from your system. Thank you.

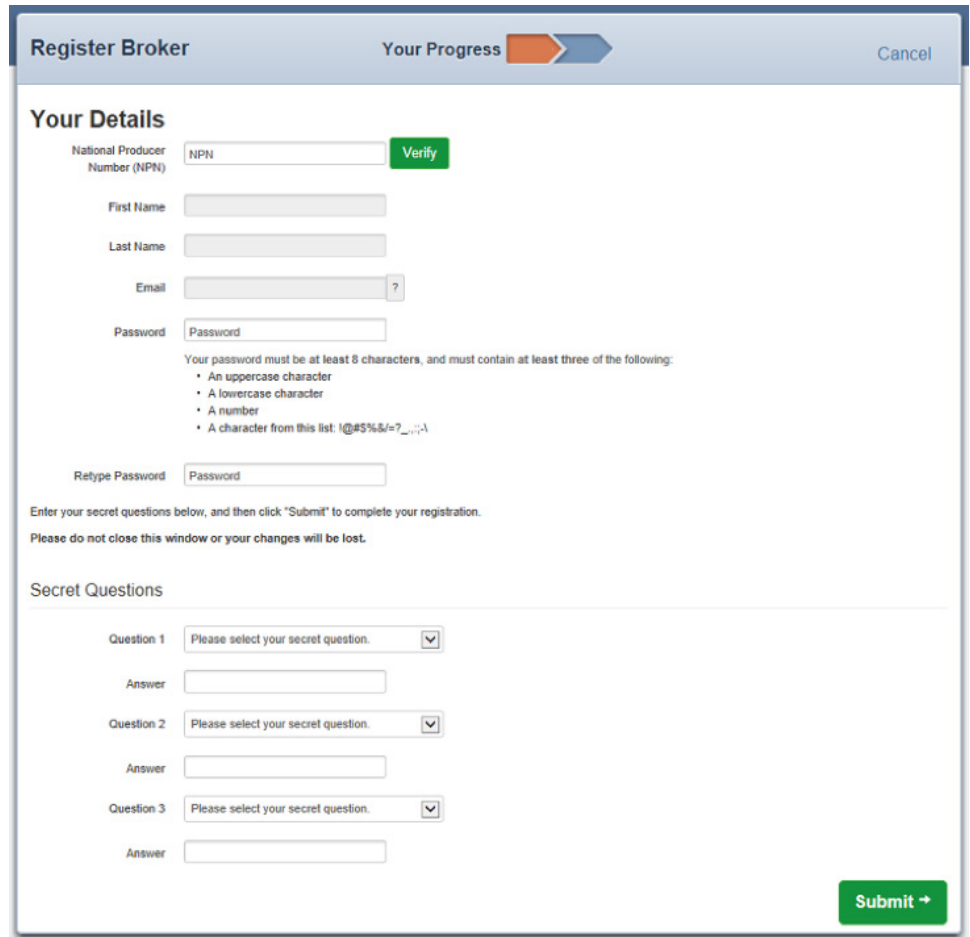
TIP! You can look up your NPN using the [National Insurance Producer Registry](#). See National Producer Number in this guide for details.


TIPS! For your account set-up:

- **If you have multiple broker IDs** — you need only one login if each of your broker IDs are tied to one NPN.
- **If you do Medicare Advantage business in multiple states:** you'll be able to view all your business in all the states you're contracted to sell Health Net via one login, as long as all states are tied to one NPN.
- **If you have access delegations:** you'll set up new accounts for any office staff users. Access delegations, including commission statement access, can be set within the new accounts. Here's the path to follow: *My Account > Manage Accounts > Create User*.

 **REMINDER!** You'll continue to use your current HealthNet.com login for any group and/or Medicare Supplement business you have with us.

5. Complete your registration — the link you click from the email will take you right here.



Register Broker Your Progress  Cancel

Your Details

National Producer Number (NPN)

First Name

Last Name

Email ?

Password

Your password must be at least 8 characters, and must contain at least three of the following:

- An uppercase character
- A lowercase character
- A number
- A character from this list: !@#%&=?_~:;'\

Retype Password

Enter your secret questions below, and then click "Submit" to complete your registration.
Please do not close this window or your changes will be lost.

Secret Questions

Question 1

Answer

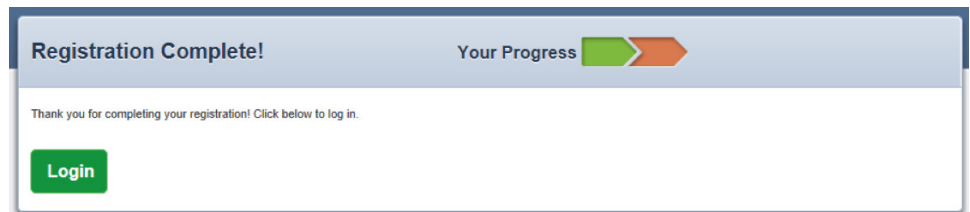
Question 2


Answer

Question 3


Answer

6. Login when you get your account confirmation.

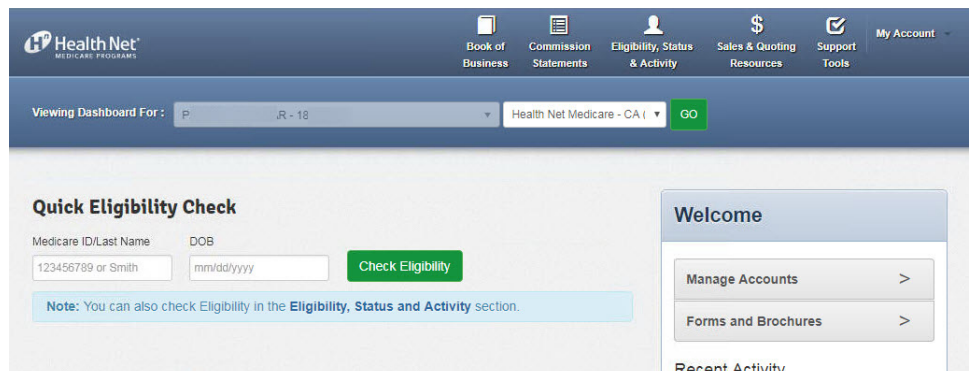


Registration Complete! Your Progress 

Thank you for completing your registration! Click below to log in.

 **TIP!** Use the icons on the top right to navigate within the portal and get the information you need.

When you click the green *Login* button, you'll go to a page that looks like this:



Health Net MEDICARE PROGRAMS

Book of Business Commission Statements Eligibility, Status & Activity Sales & Quoting Resources Support Tools My Account

Viewing Dashboard For: P, R - 18 Health Net Medicare - CA

Quick Eligibility Check

Medicare ID/Last Name DOB

Note: You can also check Eligibility in the Eligibility, Status and Activity section.

Welcome

Manage Accounts >

Forms and Brochures >

Recent Activity

Application Status for IFP (formerly known as Activity History and Notes)

Activity status will continue to be a feature on the new broker portal. Your client history will be available when the new site goes live.

However, the notes function must be integrated with our payment system and will take a bit longer. We will add status notes as quickly as possible.



TIP! You'll be able to see IFP clients whose enrollment is in process — both on- and off-exchange. Sign in to your broker account and:

- Go to the *Eligibility Status & Activity* tab.
- Choose *Application Status*.
- Click *Show me specific Application Status types* and then click *Pre-Member* for on-exchange or *Elected* for off-exchange.

Book of Business

You'll find your 2018 book of business via HNBroker.com. For 2017 business, including any new sales resulting from a Special Enrollment Period, you'll continue to use your broker account on HealthNet.com.

Again, this is for your IFP and Medicare Advantage business. For all other business you write with Health Net, you'll continue to use HealthNet.com.

Broker Contacts for California Portal Questions

Your Health Net team is here to help you with questions about the new websites.

- **IFP:** Call 1-800-909-3447 and press 1 to reach Broker Services. Then press 1 again for website questions. This is the same option to choose for questions about commissions, rates and benefits.
- **Medicare Advantage:** Call 1-800-708-7646.

Broker Blog

Health Net will continue to post commercial plan news and information on our blog, Broker Pulse. You'll find a link under the *For Brokers* section of MyHealthNetCA.com. You also can bookmark the blog now for easy access: <http://healthnetpulse.com/broker/>.

Broker Demographic Changes

You can make name, address, electronic funds transfer and other changes when you login to your account via HNBroker.com.

- Click on *Support Tools*.
- Go to *Contracting & Certification* on the left and click *Visit the Callidus broker self-service tool*.
- Log in to the tool like you do today for your Health Net account.



IMPORTANT!

Beginning in 2018, all commission statements will be electronic. **We will no longer send paper statements.**



TIPS! Commission Statement Tips:

- You will receive two separate commission statements if you have both IFP/Medicare Advantage and group/Medicare Supplement business.
- **Statement formats:** 2018 commissions statements will be available in PDF or Excel formats for you to download. You have the option of saving an exported Excel statement as a CSV file.

Commission Statements

You'll have online access to your commission statements just like you do today.

- IFP and Medicare Advantage 2018 statements → HNBroker.com
- IFP and Medicare Advantage for 2017 and earlier → HealthNet.com → [broker portal](#)
- Group and Medicare Supplement → HealthNet.com → [broker portal](#)

Electronic Funds Transfer (EFT)

You'll continue to receive your commission payments via electronic funds transfer (EFT) if you've signed up for EFT.

Want to sign up and save a trip to the bank and get your commission payments faster?

Sign up for EFT:

- Login to your broker account via HNBroker.com.
- Click on *Support Tools*.
- Go to *Contracting & Certification* on the left and click *Visit the Callidus broker self-service tool*.

Allow 1–2 commission cycles for EFT to take effect.

Forms and Brochures — where to find

We're making it simpler for you to find the materials that help you sell Health Net! You'll find everything pre-login.

- Go to MyHealthNetCA.com for IFP or ca.healthnetadvantage.com for Medicare Advantage.
- Choose *For Brokers* from the left-hand menu.
- Click *Forms and Brochures*. Voilà! You'll find all the materials you need to connect your clients with the Health Net coverage that fits their health and budget.

There's also a link on the broker portal, so if you're logged in to your broker account, it's easy to click over to *Forms and Brochures*.

ID Cards

- **New ID Cards**

All IFP and Medicare Advantage members will receive new ID cards for 2018.

- All new IFP enrollees will see a U# on their ID card (e.g., #U54983802).
Medicare Advantage member ID numbers start with C (e.g., #C54376213).
- Renewing members will continue to see an R# on their new ID cards, to simplify their experience.
- See also, Policy Number and Subscriber Number.

- **Printing/ordering ID Cards**

When the new sites launch, members will be able to set up a new online account. Post login, they will be able to print ID cards. We will keep you posted about online ordering.

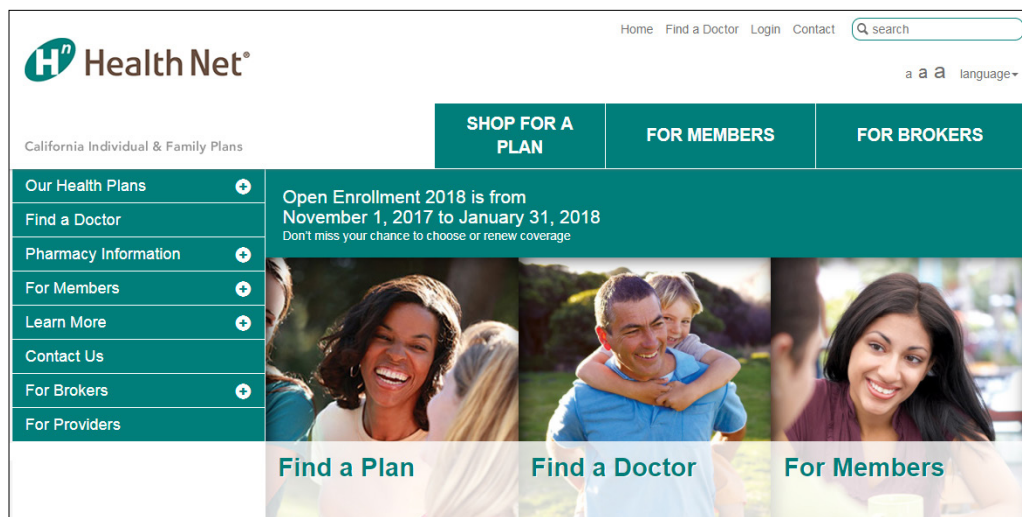
Logo for co-marketing

There is no change to our logo, so you'll continue to use the same Health Net logos. You may continue to access them via HealthNet.com as you do today.

Member Portal and Registration

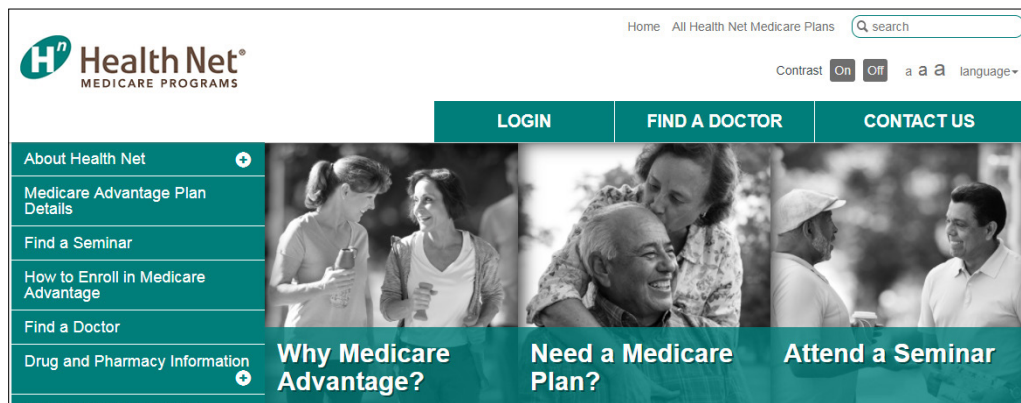
IFP


Our new website at MyHealthNetCA.com delivers an intuitive and easy-to-use online experience. The content is organized by a left-hand menu that helps both shoppers and members find what they want fast. Members go right to the *For Members* tab and click *login* to register for their personal, online account. Or, before logging in, we serve up information that members search for most often.



Medicare Advantage

The new Medicare Advantage website, designed for both shoppers and members, also features user-friendly navigation. The menu options and details are specific to Medicare Advantage plans.



 **NOTE!** If you have multiple appointment types you will have multiple NPNs. Be sure to submit the proper NPN based on how you're appointed with Health Net.

National Producer Number

You can look up your National Producer Number (NPN) via the National Insurance Producer Registry.

1. Go to <https://www.nipr.com/PacNpnSearch.htm>.
2. Use the search option that matches your business, providing the requested information.
 - By individual: enter SSN and last name
 - By license: enter license number and state, then select agent or agency as the license type
 - By agency: enter your FEIN (federal employer identification number)
3. Click *Submit Query*.

Premium Payment Options: 2018

IFP

Health Net is introducing a new online payment system along with the new website. We still offer IFP members four ways to pay, with a few differences:

- **Pay online:** we're using the Softheon payment system instead of Fiserv, effective December 2, 2017. Members can make a one-time payment or set up automatic payments.
 - Renewing members may continue to use recurring payments via Fiserv through December 1, 2017.
 - Newly enrolled members can make their binder payment via the new system, which they access via MyHealthNetCA.com.

Automatic payments: Our new online system features automatic payments instead of recurring. The main difference is that auto pay pulls the full premium amount due, once a month. Also, members may choose their payment date between the 15th and last day of the month.

Plus, they can now pay by credit card in addition to using a prepaid debit card, bank debit card, or bank account.

- **Pay by mail:** same process as today with new mailing address for 2018
Health Net CA Individual
P.O. Box 748705
Los Angeles, CA 90074-8705
- **Pay by phone:** same process and number as we have today. Members can call us at 1-800-539-4193 and use our Interactive Voice Response (IVR) system to make a payment 24/7 — now accepting credit cards as well as debit!
- **Pay with cash:** we're replacing Walmart with MoneyGram® for members who prefer to pay by cash. MoneyGram locations can be found by visiting MoneyGram.com/BillPayLocations or calling 1-800-926-9400.

Medicare Advantage

Just like for IFP, Health Net is bringing Medicare Advantage members a new online payment system, and continues to offer multiple payment options.

- **Pay online:** Members can make a one-time payment or set up automatic bill payment for their 2018 premiums.

Automatic bill pay is similar to our current automatic bank draft option. What's different is that auto bill pay pulls the outstanding balance due at the time of draft. Members may choose their payment date between the 15th and last day of the month, and they can now pay by credit card (VISA, MasterCard or Discover), or bank account.

Members who have automatic bank draft set up now will have their last payment drafted on December 6, 2017. We will stop processing new requests to set up automatic bank draft at the end of October.



TIP! Medicare Advantage member accounts will no longer be linked. In 2018, members will have to make a separate payment for each account.

- **Pay by mail:** Members can continue to pay with check, money order, or cashier's check. Payments by mail in 2018 go to:

Health Net of California
P.O. Box 748658
Los Angeles, CA 90074-8658

Some clients have a set-up with their bank where the bank mails a check to Health Net for the monthly premium. If you have clients who do this, please advise them to give the bank our new payment address.

- **Pay by Social Security or Railroad Retirement Board Withhold:** Members may have their monthly premiums deducted from their monthly Social Security check or Railroad Retirement Board check. Members call our Customer Service department to set up withholds.

Proposals for IFP Clients

The new secure broker portal via HNBroker.com will offer the convenience of sending your individual and family plan clients a quote proposal just like you can do today on HealthNet.com. We are working around the clock to have this option available by the start of open enrollment or shortly thereafter.

In the meantime, you'll be able to see our plans and get quotes via MyHealthNetCA.com when it launches on October 11. Click on *For Brokers* and then *Get Contracted*. You'll find a link to online quoting in the first step.

ProviderSearch and Find a Doctor for IFP

Today, Health Net offers ProviderSearch to give shoppers and members a way to see who is in the network that comes with their health plan.

Our Health Plans	+
Find a Doctor	
Pharmacy Information	+
For Members	+
Learn More	+
Contact Us	
For Brokers	+
For Providers	

At MyHealthNetCA.com, the search tool is called Find a Doctor.

We're doing rigorous mapping and testing to ensure all data on ProviderSearch migrates accurately to Find a Doctor.

For the rest of 2017 and possibly into 2018, users will be redirected to HealthNet.com to use ProviderSearch when they choose Find a Doctor from MyHealthNetCA.com. Once Find a Doctor is live, users will stay on MyHealthNetCA.com when doing provider searches.



NOTE! Current 2017 members will continue to use the existing PCP change process on HealthNet.com.

Special PCP Change Process for New 2018 Members

New 2018 members who visit MyHealthNetCA.com to request or change PCPs will follow these steps until Find a Doctor goes live.

1. Login/register on MyHealthNetCA.com.
2. Click *Select/Change PCP* from either Landing or Profile page.
3. Fill out an interactive form that leads them through a simple process of finding a new doctor and communicating their request to us.

Subscriber Number / Policy Number

Health Net has long used the term, Subscriber Number, to describe the R# assigned to each subscriber. We will continue to use that term for renewing members.

New IFP enrollees for 2018 will be assigned a U#. Medicare Advantage members will be assigned a C#.

Members can use their Member ID number as their Policy Number when making premium payments.

See also, ID Cards.

Summary of Benefits Coverage and Evidence of Coverage

You and your IFP clients will find Summaries of Benefit Coverage (SBCs) and Evidences of Coverage (EOCs) using the same search tool we have today. The only difference is that you'll search by plan name, such as CommunityCare HMO, instead of a coverage code — much simpler!

Access to the tool is as follows: MyHealthNetCA.com → *For Members* → *Forms and Brochures*.