



Health Net[®]

Healthnet.com

**High Level Reference Guide
Broker Portal
HN.com Revamp**

IFP PPO insurance plans and California Farm Bureau insurance plans are underwritten by Health Net Life Insurance Company. IFP HMO plans are offered by Health Net of California. Health Net of California, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, Inc. Health Net is a registered service mark of Health Net, Inc. All rights reserved.

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Overview

New Navigation & Displays

This is a high level reference guide. The following are the new features and facelift of HN.com's Broker Portal. New navigations to the Broker Dashboard and the Book of Business Application and many more.

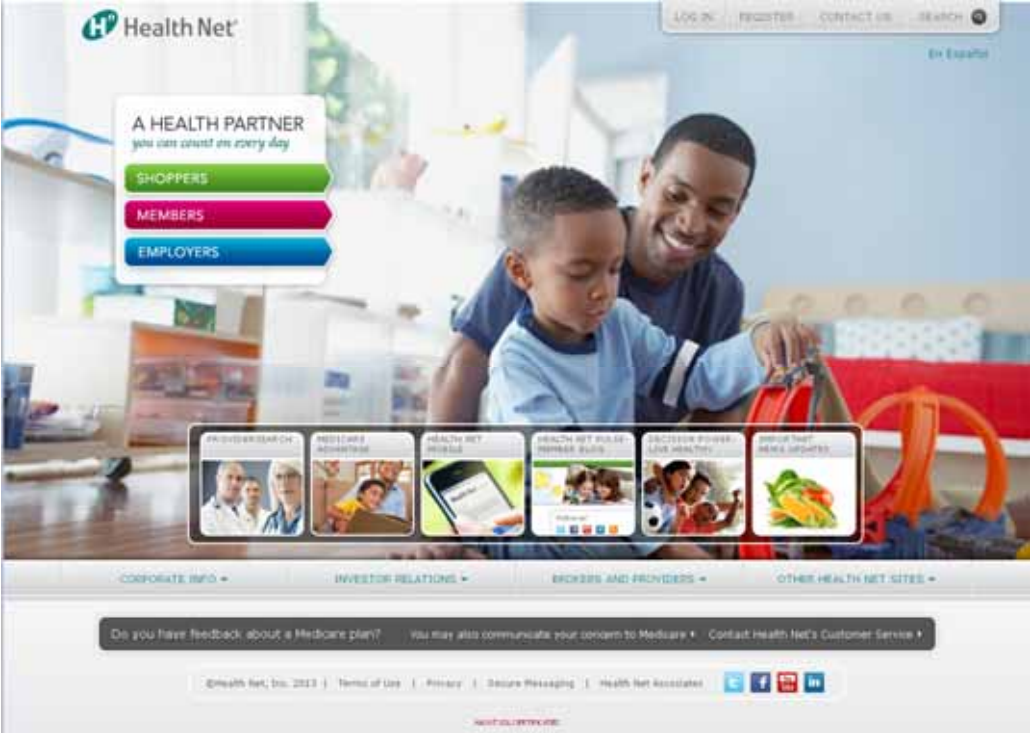

- Broker Dashboard enhancement for a quick and easy access to view IFP & Group Alerts.
- New Navigation bar across the page.
- Tab functions for each module for easier access to lines of business.
- Combined Book of Business & Commissions for easier access.

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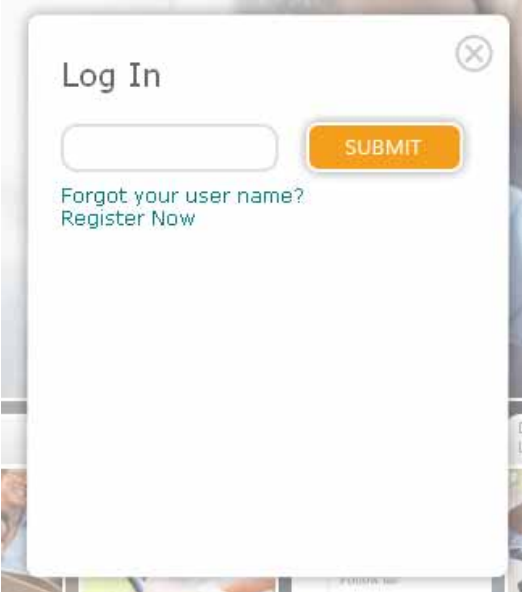
Log in

Log In Process

Follow the next steps to perform this task.

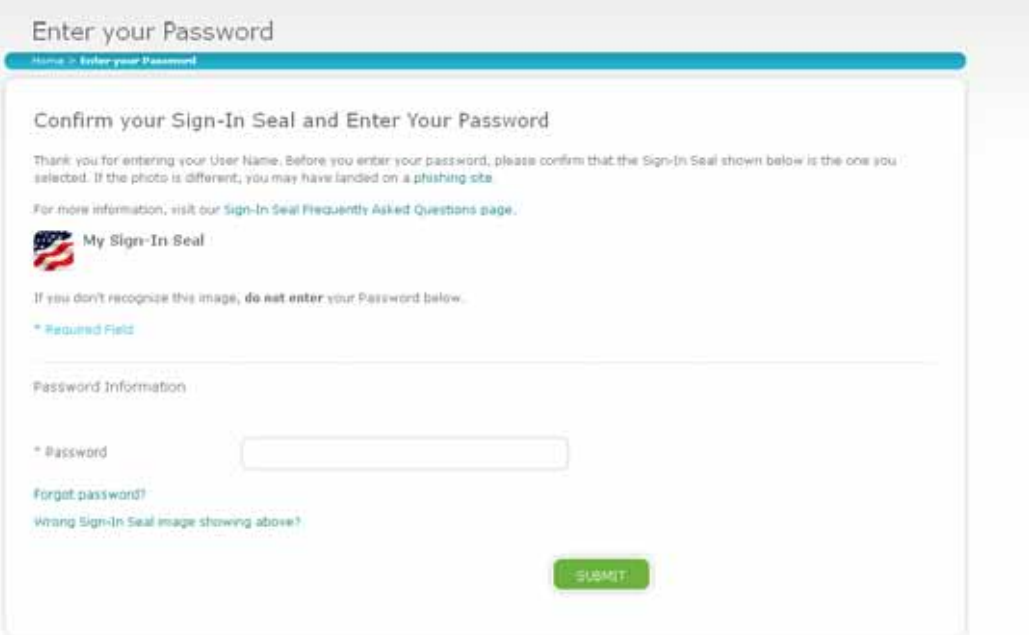
Step	Action
1	<p>From your internet browser type in our web address as follows: https://www.healthnet.com</p> <p>Result: The home page will be displayed:</p>  <p>Please Note: The Brokers option is located on the bottom of the Home Page. This was decided upon being consumer driven.</p> 

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Step	Action
2	<p>Click on the Log In option located on the upper right hand corner.</p> 
3	<p>Enter user name and click the Submit button.</p> 

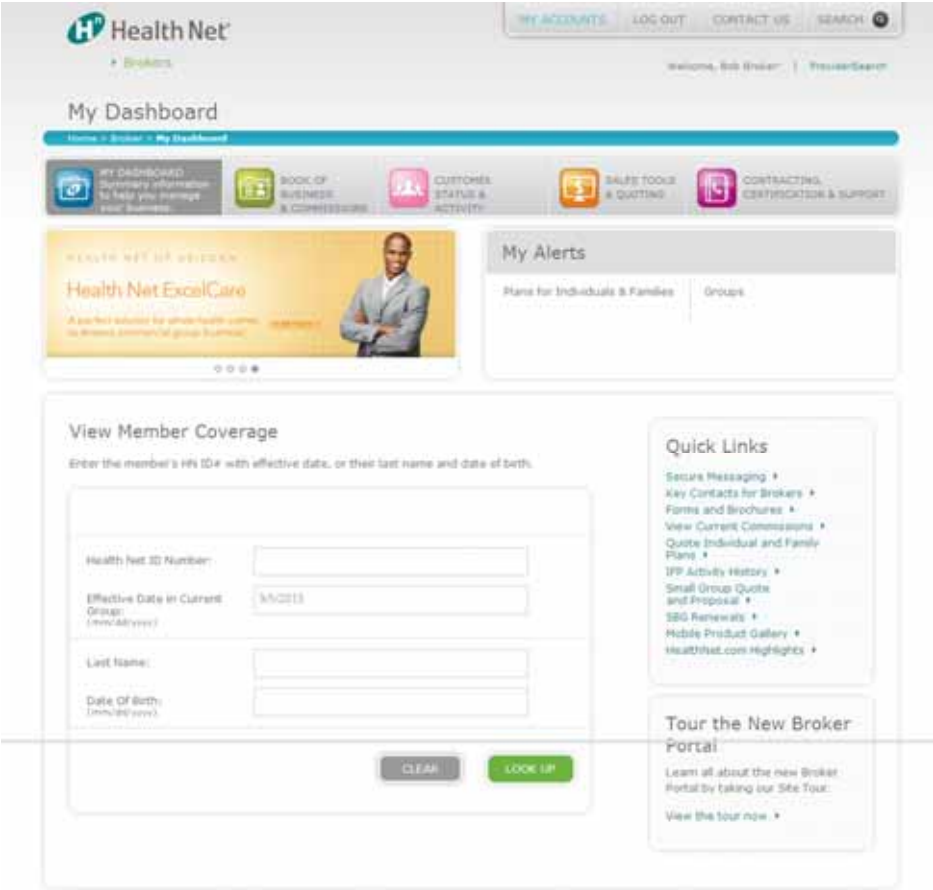

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Log in, Continued


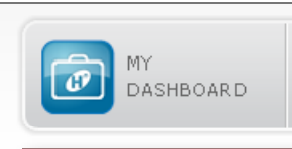




Step	Action
4	<p>Confirm the Sign-In Seal, Enter Password and Click on the Submit button.</p> 

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Broker Dashboard,

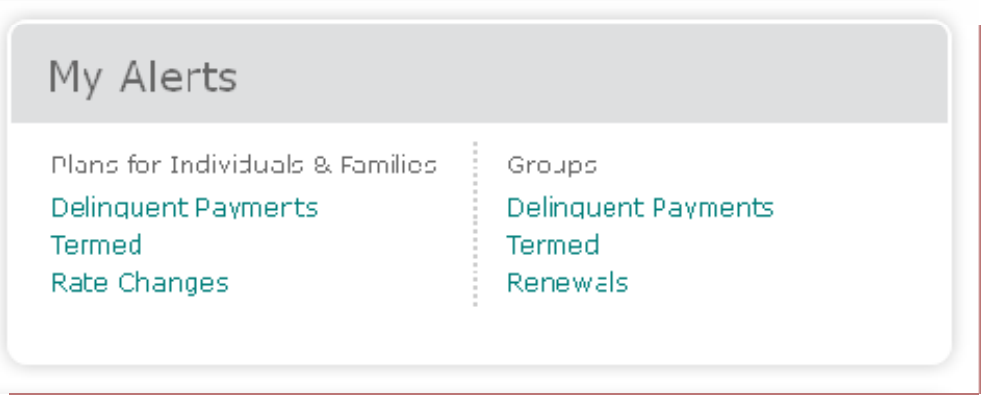
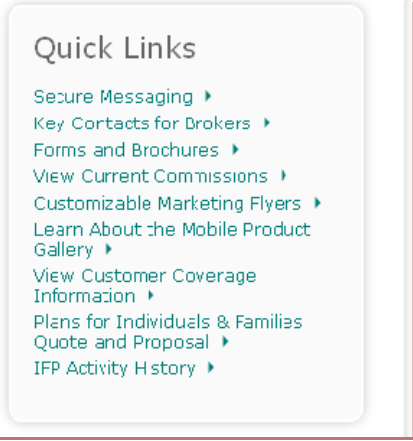
Step	Action
1	<p>Once you're logged in, the system will navigate to the Broker Portal Home page. You will notice the new navigation bar across the Broker Portal Home page.</p> 
2	<p>Forms and Brochures have moved to the anchor modules below the dashboard and throughout the site.</p> 

Broker Dashboard, Continued

Step	Action
3	<p>New: Navigation bar has been replaced across the dashboard</p>  <p><u>My Dashboard:</u> Broker's home page</p>  <p><u>Book of Business & Commissions:</u> IFP, Group & Commissions</p>  <p><u>Customer Status & Activity:</u> Member Coverage Information, IFP Support (Activity History), Group Support (Billing & Enrollment) and if Applicable Medicare Applicants</p>  <p><u>Sales Tools & Quoting:</u> Quoting tools, Plan & Benefit Information and Marketing Materials (Co-Branded Link)</p>  <p><u>Contracting, Certification & Support:</u> Medicare contracting information</p> 

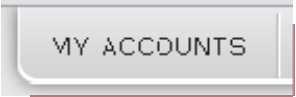

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Broker Dashboard Alerts,

Step	Action
1	<p>With the new changes the Broker Dashboard Alerts have been repositioned on the right hand side listed as “My Alerts” located under the new navigation board.</p>  <p>Please note: The alerts will appear as links listed under Plans for Individual & Families or Groups. My Alerts will not display links if there are no alerts.</p>
2	<p>Quick Links has been repositioned to the right hand side of the page. Regardless where the user navigates with in the navigation bar.</p> 

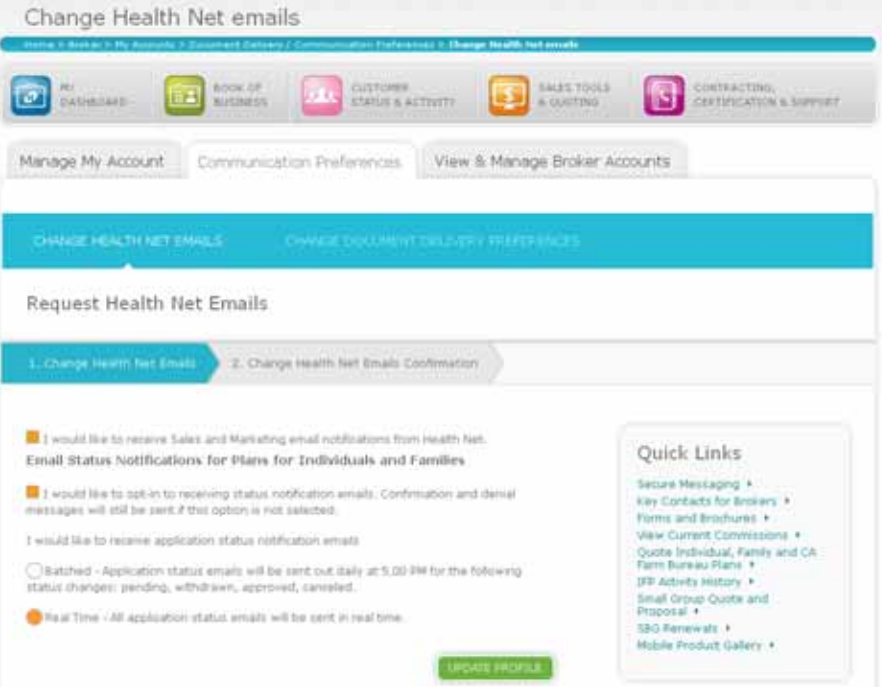
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My Accounts,

Step	Action
1	<p>My Accounts has been repositioned on the upper right hand corner.</p>  <p>Below is the new screen's for the Manage Accounts section that is now called My Accounts.</p>
2	<p><u>Manage Accounts:</u> Broker Information, Change Email Address, Change Password, Change Password Hint & Change Sign-In Seal</p> 

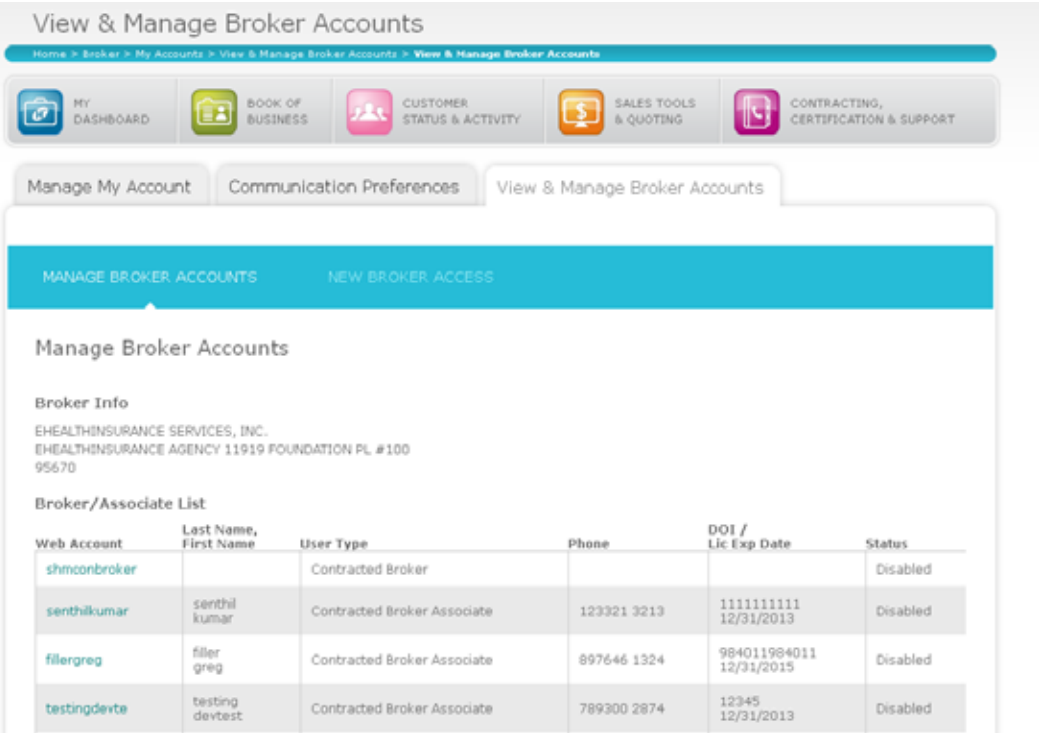
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My Accounts, Continued

Step	Action
3	<p><u>Communication Preferences: Change Health Net Emails & Change Document Delivery Preferences</u></p> 


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My Accounts, Continued

Step	Action																														
4	<p>View & Manage Broker Accounts: Manage Broker Accounts and New Broker Access</p>  <p>Broker Info EHEALTHINSURANCE SERVICES, INC. EHEALTHINSURANCE AGENCY 11919 FOUNDATION PL #100 95670</p> <p>Broker/Associate List</p> <table border="1"> <thead> <tr> <th>Web Account</th> <th>Last Name, First Name</th> <th>User Type</th> <th>Phone</th> <th>DOI / Lic Exp Date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>shmcnbroker</td> <td></td> <td>Contracted Broker</td> <td></td> <td></td> <td>Disabled</td> </tr> <tr> <td>senhikumar</td> <td>senhikumar</td> <td>Contracted Broker Associate</td> <td>123321 3213</td> <td>1111111111 12/31/2013</td> <td>Disabled</td> </tr> <tr> <td>fillergreg</td> <td>fillergreg</td> <td>Contracted Broker Associate</td> <td>897646 1324</td> <td>984011984011 12/31/2015</td> <td>Disabled</td> </tr> <tr> <td>testingdevte</td> <td>testingdevtest</td> <td>Contracted Broker Associate</td> <td>789300 2874</td> <td>12345 12/31/2013</td> <td>Disabled</td> </tr> </tbody> </table>	Web Account	Last Name, First Name	User Type	Phone	DOI / Lic Exp Date	Status	shmcnbroker		Contracted Broker			Disabled	senhikumar	senhikumar	Contracted Broker Associate	123321 3213	1111111111 12/31/2013	Disabled	fillergreg	fillergreg	Contracted Broker Associate	897646 1324	984011984011 12/31/2015	Disabled	testingdevte	testingdevtest	Contracted Broker Associate	789300 2874	12345 12/31/2013	Disabled
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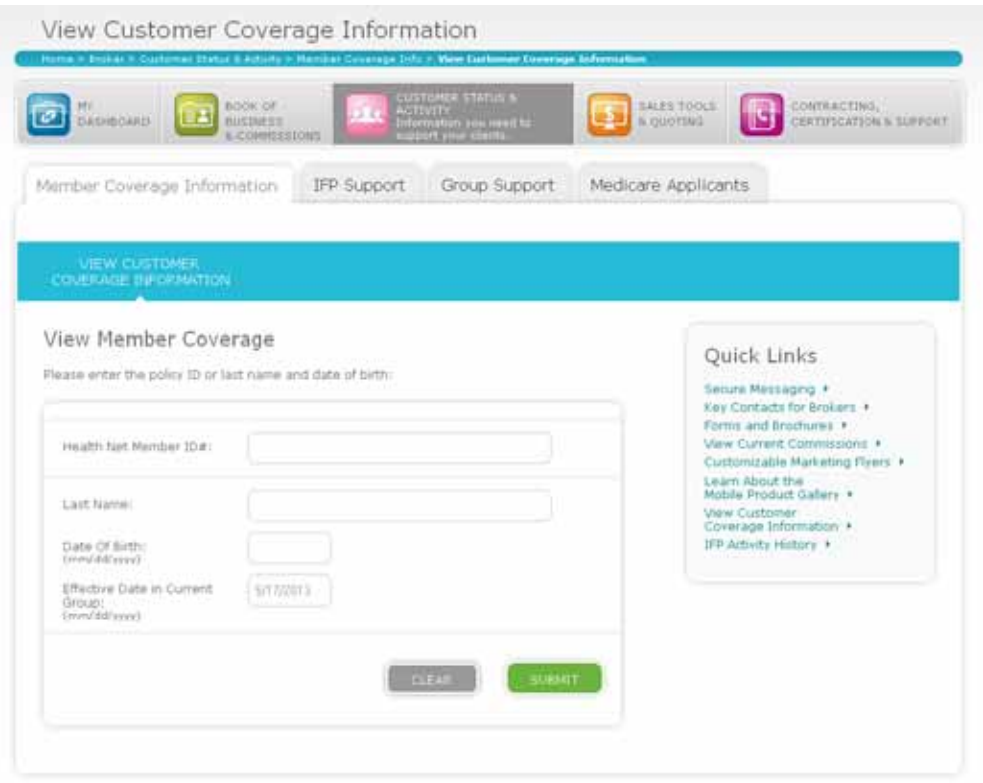
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Book of Business & Commissions,

Step	Action
1	<p><u>Book of Business & Commissions</u>: The Commissions has been moved under the Book of Business tab.</p> <p>IFP, Group and Commissions will have their own tab for the user to click on and get access to their book of business.</p> <p>Functionality still remains the same.</p>  <p>Please Note: If the user does not have access to commissions the commissions tab will not be displayed.</p>

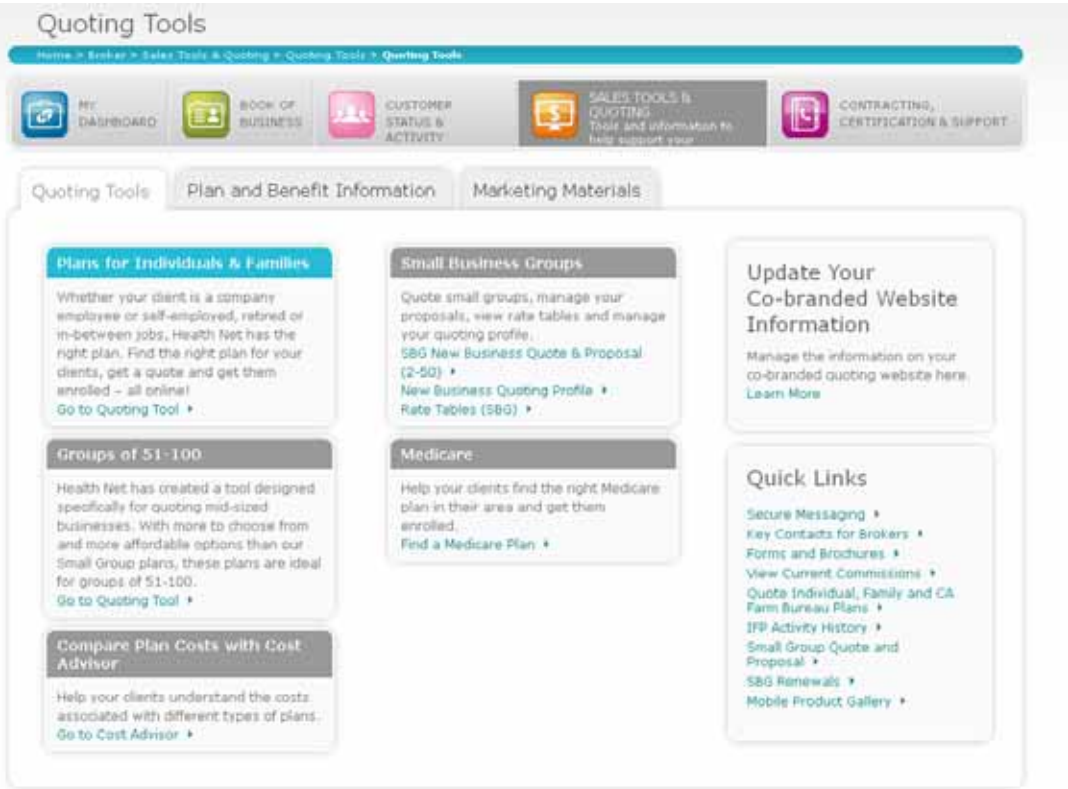
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Customer Status & Activity,

Step	Action
1	<p><u>Customer Sales & Activity</u>: Member Coverage Information, IFP Support (<i>Activity History</i>), Group Support (<i>Enrollment & Billing</i>), Medicare Applicants.</p> 

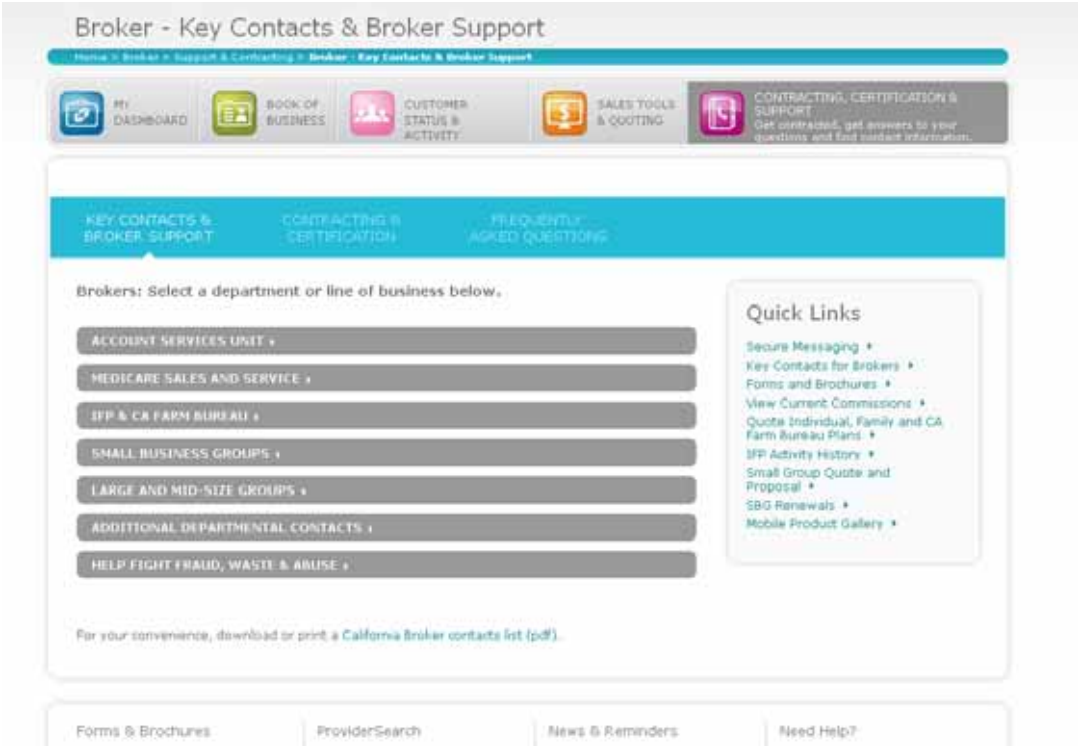
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Sales Tools & Quoting,

Step	Action
1	<p><u>Sales Tools & Quoting</u>: Quoting Tools (IFP, Group & Medicare), Co-Branded Link, Plan and Benefit Information & Marketing Material</p>  <p>Please Note: The Co-Branded link can be located on the side module or under Marketing Materials.</p>



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Contracting, Certification & Support,

Step	Action
1	<p><u>Contracting, Certification & Support: Key Contacts & Broker Support, Contracting & Certification and FAQ's</u></p> 

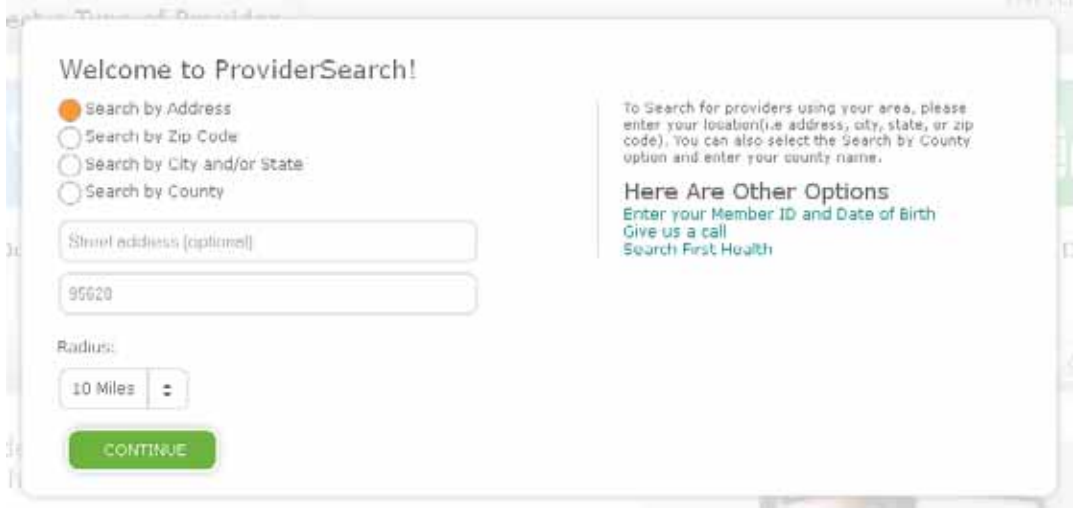
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Provider Search,

Step	Action
1	<p>Provider Search can be located in the modules located at the bottom throughout the site.</p>  <p>The screenshot shows four modules in the footer: 'Forms & Brochures', 'ProviderSearch', 'News & Reminders', and 'Need Help?'. The 'ProviderSearch' module is highlighted with a red border. It contains the text: 'Search our provider network to see which doctors are included in your plan.' and a 'Learn More' link.</p> <p>Or on the upper right hand side there is a <u>Provider Search</u> link.</p>  <p>The screenshot shows a navigation bar with buttons for 'LOG IN', 'REGISTER', 'CONTACT US', and 'SEARCH'. Below the navigation bar, there is a 'ProviderSearch' link with a red underline and a 'California' link.</p>


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Provider Search, Continued

Step	Action
2	<p>When accessing the new provider search this window will populate. You can search by the normal criteria's.</p>  <p>The screenshot shows a window titled "Welcome to ProviderSearch!". On the left, there are four radio button options: "Search by Address" (selected), "Search by Zip Code", "Search by City and/or State", and "Search by County". Below these are two input fields: "Street address (optional)" and "95620". A "Radius:" label is followed by a dropdown menu showing "10 Miles". A green "CONTINUE" button is at the bottom. On the right, there is a text box explaining that users can search by location (address, city, state, or zip code) or by county. Below this, a section titled "Here Are Other Options" lists "Enter your Member ID and Date of Birth", "Give us a call", and "Search First Health".</p>

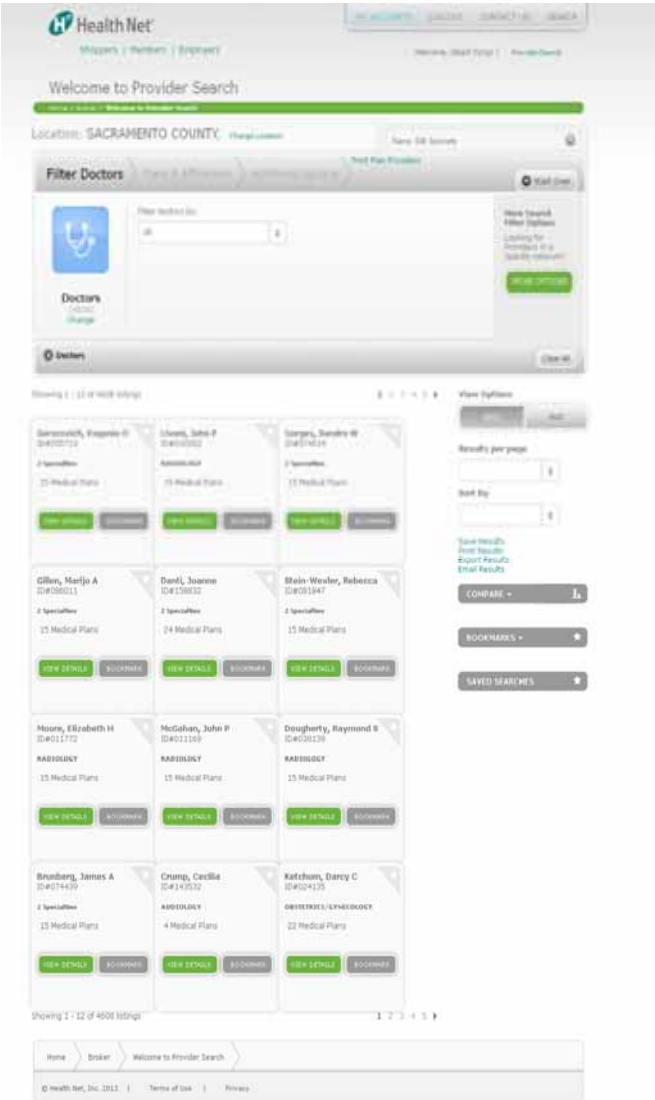
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Provider Search, Continued

Step	Action
3	<p>The new home page of the Provider Search Results. User can easily click on they need instead of filtering.</p> 

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Provider Search, Continued

Step	Action																																							
4	<p>The new layout when selecting Provider, Urgent Care, Hospital and Etc.</p>  <p>The screenshot displays the Health Net Provider Search page for Sacramento County. It features a search bar, a filter section for 'Filter Doctors', and a grid of 12 provider profiles. Each profile includes the provider's name, ID, specialty, and the number of medical plans they are associated with. Navigation and utility buttons like 'COMPARE', 'BOOKMARKS', and 'SAVED SEARCHES' are visible on the right side of the grid.</p> <table border="1"> <caption>Provider Search Results Grid</caption> <thead> <tr> <th>Provider Name</th> <th>Specialty</th> <th>Medical Plans</th> </tr> </thead> <tbody> <tr> <td>Sarasonoff, Pragnati D</td> <td>2 Specialties</td> <td>25 Medical Plans</td> </tr> <tr> <td>Schmitt, John P</td> <td>Administrative</td> <td>79 Medical Plans</td> </tr> <tr> <td>Stargy, Sandrine W</td> <td>2 Specialties</td> <td>15 Medical Plans</td> </tr> <tr> <td>Ollen, Marijo A</td> <td>2 Specialties</td> <td>15 Medical Plans</td> </tr> <tr> <td>Dani, Joanne</td> <td>2 Specialties</td> <td>24 Medical Plans</td> </tr> <tr> <td>Blain-Wesler, Rebecca</td> <td>2 Specialties</td> <td>15 Medical Plans</td> </tr> <tr> <td>Moore, Elizabeth H</td> <td>RADIOLOGY</td> <td>13 Medical Plans</td> </tr> <tr> <td>McCahan, John P</td> <td>RADIOLOGY</td> <td>15 Medical Plans</td> </tr> <tr> <td>Dougherty, Raymond B</td> <td>RADIOLOGY</td> <td>15 Medical Plans</td> </tr> <tr> <td>Branberg, James A</td> <td>2 Specialties</td> <td>15 Medical Plans</td> </tr> <tr> <td>Crump, Cecilia</td> <td>AMBULANCE</td> <td>4 Medical Plans</td> </tr> <tr> <td>Katzman, Darcy C</td> <td>OBSTETRICS/GYNECOLOGY</td> <td>22 Medical Plans</td> </tr> </tbody> </table>	Provider Name	Specialty	Medical Plans	Sarasonoff, Pragnati D	2 Specialties	25 Medical Plans	Schmitt, John P	Administrative	79 Medical Plans	Stargy, Sandrine W	2 Specialties	15 Medical Plans	Ollen, Marijo A	2 Specialties	15 Medical Plans	Dani, Joanne	2 Specialties	24 Medical Plans	Blain-Wesler, Rebecca	2 Specialties	15 Medical Plans	Moore, Elizabeth H	RADIOLOGY	13 Medical Plans	McCahan, John P	RADIOLOGY	15 Medical Plans	Dougherty, Raymond B	RADIOLOGY	15 Medical Plans	Branberg, James A	2 Specialties	15 Medical Plans	Crump, Cecilia	AMBULANCE	4 Medical Plans	Katzman, Darcy C	OBSTETRICS/GYNECOLOGY	22 Medical Plans
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