

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.

#### **Table of Contents**

Overview	3
Login Process	4
Broker Dashboard	7
Forms & Brochures	. 7
Broker Dashboard Alerts	. 9
My Accounts	10
Manage Accounts	10
Communication Preferences	
View & Manage Broker Accounts	. 12
Broker Book of Business & Commissions	
Customer Status & Activity	. 14
Sales Tools & Quoting	.15
Contracting, Certification & Support	.16
Provider Search	

#### **Overview**

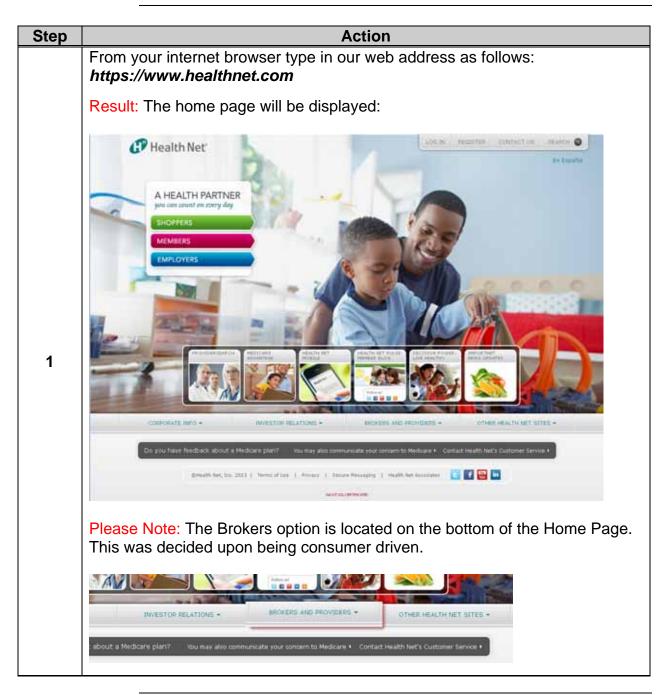
.

New	This is a high level reference guide. The following are the new features
Navigation &	and facelift of HN.com's Broker Portal. New navigations to the Broker
Displays	Dashboard and the Book of Business Application and many more.
	<ul> <li>Broker Dashboard enhancement for a quick and easy access to view IFP &amp; Group Alerts.</li> </ul>

- •
- 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.

#### Log in

Log InFollow the next steps to perform this task.Process



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

.

#### Log in, Continued

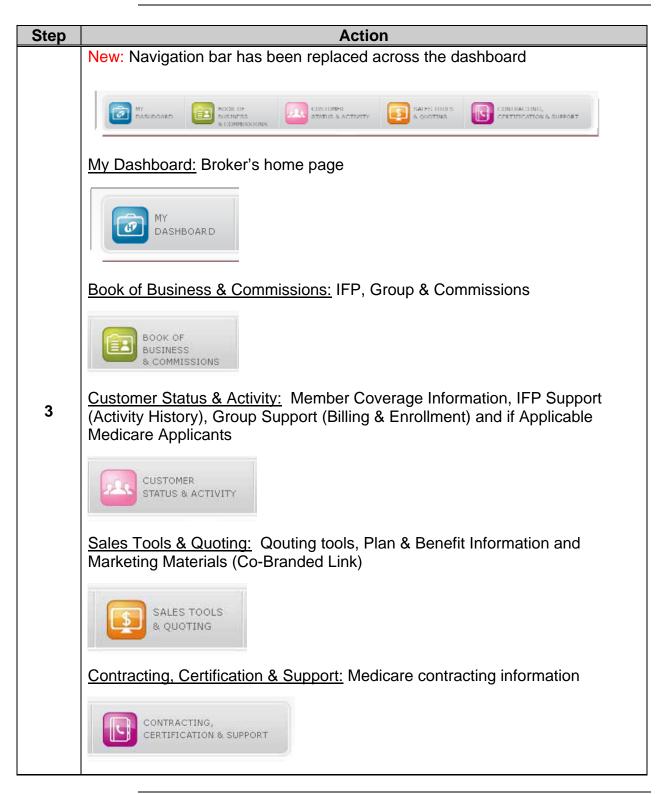
.

Step	Action
	Confirm the Sign-In Seal, Enter Password and Click on the Submit button.
	Enter your Password
	Confirm your Sign-In Seal and Enter Your Password
	Thank you for entering your User Name, Before you enter your password, please confirm that the Sign-In Seal shown below is the one you selected. If the photo is different, you may have landed on a plushing one.
	For more information, visit our sign-In Seal Plequently Asked Questions page.
	My Sign-In Seal
4	If you don't recognize this image, do not enter your Password below.
	* Required Field
	Password Information
	* Dassword
	Forgat password1
	Writing Sign-In Seal mage stowing above?
	SUBMIT

#### Broker Dashboard,

	ad in the second	Action	te the Droken Dental Line		
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.					
CP Health Net		INFACTORIES LOG	OUT CONTACT US SEAMON O		
+ Brokers			mainers, fini-finiter   Pressectioner		
My Dashboard					
Art Destructions) Sectore of the sectore of the sec		TUE & SUITE			
NAMES OF STREET	9	My Alerts			
Health Net ExcelCare Agents search to many target		Plans for Individuals & Fand	les Ordups		
View Member Cove		I date of both.	Quick Links Secur Hessaging + Key Canada for Brokens + Forms and Brochama +		
Health Net ID NetWork			Vew Certers Communities + Quote Individual and Family Plane +		
Effective Date in Current	Matth		1PP Activity History + Small Droup Quote and Proposal +		
Group: (mmcAd(yoye))			150 Annewalts * Hicksin Product Gallery * stautthiset.com Highlights *		
Date of eaths					
		_	Tour the New Broker Portai		
	GEM	- x00x 1#	Learn all about the new Broket Hortal by taking our Site Your View the Your now		
Forms and Broch dashboard and th			or modules below the		
Fontre & Brochures	ProviderSilanth	Next & Rennders	Need Help?		
	343				
Get the plan details you need for your ident Access All Forms & Brochares +	Swarch our provider network to see which doctors are included in your plan.	Get news and other updates soportant to your business Newslattery.+ Build a Sales Stronghold in the Latine Market +	Vex and here to anywer your questions. Constant Us +		

#### Broker Dashboard, Continued



# Broker Dashboard Alerts,

.

Step	Action
	With the new changes the Broker Dashboard Alerts have been repositioned on the right had side listed as <i>"My Alerts"</i> located under the new navigation board.
	My Alerts
1	Plans for Individuals & Families Groups Delinquent Payments Termed Termed Rate Changes Renewals
	<i>Please note:</i> 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.
	Quick Links has been repositioned to the right hand side of the page. Regardless where the user navigates with in the navigation bar.
2	Quick Links         Secure Messaging *         Key Cortacts for Drokers *         Forms and Brochures *         View Current Commissions *         Customizable Marketing Flyers *         Learn About the Mobile Product         Gallery *         View Customer Coverage         Information *         Plans for Individuals & Familias         Quote and Proposal *         IFP Activity History *
	Plans for Individuals & Families Quote and Proposal >

#### My Accounts,

.

Step	Action
1	My Accounts has been repositioned on the upper right hand corner.
2	<section-header></section-header>

# My Accounts, Continued

Step Action	Action					
Communication Preferences: Change Heal Delivery Preferences	Ith Net Emails & Change Document					

Continued on next page

# My Accounts, Continued

.

Step			Acti	on			
	View & Manag Access	ge Broker	<u>· Accounts:</u> Mana	ge Broker A	Accounts a	nd New B	
	View & Manage Broker Accounts						
	MY DASHBOARD			SALES TOOL		CTING, CATION & SUPPORT	
	Manage My Acco	unt Commu	inication Preferences	w & Manage Broker	Accounts		
4	Manage Brok Broker Info EHEALTHINSURANCE 95670 Broker (Associat	SERVICES, INC. AGENCY 11919 FO					
4	Broker Info EHEALTHINSURANCE EHEALTHINSURANCE	E SERVICES, INC. I AGENCY 11919 FO te List Last Name,	UNDATION PL #100	Phone	DOI/ Lic Exp Date	Status	
4	Broker Info EHEALTHINSURANCE EHEALTHINSURANCE 95670 Broker/Associat	E SERVICES, INC. I AGENCY 11919 PO De List		Phone	DOI / Lic Exp Date	Status Disabled	
4	Broker Info EHEALTHINSURANCE 95670 Broker/Associat Web Account	E SERVICES, INC. I AGENCY 11919 FO te List Last Name,	UNDATION PL #100	Phone 123321 3213			
4	Broker Info EHEALTHINSURANCE 95670 Broker/Associat Web Account shmconbroker	E SERVICES, INC.   AGUNCY 11919 POI te List Last Name, First Name senthil	UNDATION PL #100 User Type Contracted Broker		Lic Exp Date	Disabled	

# Book of Business & Commissions,

.

Step			Α	ction			
	B <u>ook of Busine</u> under the Boo IFP, Group and click on and ge	k of Business t d Commission et access to the	ab. s will eir bo	have their bok of busir	own		
1	Individuals & Famili Book of Russees Home	viduals & Families	mission 5 Families	nelles rocess altro S S is an adable below. To view d	suite monut goottaal betails for a		TON & LOPONT
	Subscriber Name			Official Enrolment		1	
	Subscriber ID			Plan Effective Data		1	
	Plan Rame.			Cancellation Date:		()) to (	(111)
	Plan Type	Select.		Statue:	Attre		
	Aler: Type: Do not filter by Alert Type 2 Para to be appendix 5 families are pending or to the Brider Activity Hittiny sea-						
	Please Note: In commissions t				s to	commiss	ions the

# Customer Status & Activity,

Step		Action	
	<u>Customer Sales &amp; Activity:</u> M Support <i>(Activity History)</i> , Gro Medicare Applicants.		
	View Customer Coverage Inform	ation	
	Hama & Emistic Conference Exercice & Andreid y & Manufald Greening & E Mr. Datavie Cartol Datavie Cartol Conference and Buck Statistics Buck Statistics	In a New Carbonie Coverage Manual Association Coverage Statutes & Toylog Association Device Statutes & Log Overage Statutes Device Statutes	
	Member Coverage Information IFP Support	Group Support Medicare Ap	plicants
1	VIEW CUSTOMER COVERAGE THE REMARTION View Member Coverage Please enter the policy ID or last name and date of birth:		Quick Links Seture Messigng + Key Contacts for Brokes +
	Health fast Mamber 10#:		Forms and Brochures + View Current Commissions + Customizable Marketing Figers + Learn About the
	Last Name: Date Of Sith: trend/ddroxy/ Effective Date in Current Group: Smn/ddroxy/		Vew Customer Coverage Information + IPP Activity History +
		SURAIT	

Continued on next page

# Sales Tools & Quoting,

.

ep	Sales Tools & Quoting: Quo Link, Plan and Benefit Infor						
	Quoting Tools						
	MY DASHEGARD ROOK OF L	CUSTOMER STATUS & ACTIVITY SALES TOOLS IS GUIDENTS ACTIVITY	CONTRACTING, CENTRICATION & SUPPORT				
	Quoting Tools Plan and Benefit Infe	ormation Marketing Materials					
1	Plans for Individuals & Pamilies Whether your dient is a sompany employee or self-amployed, retired or in-between jobs, Health Net has the right plan. Find the right plan for your dients, get a quote and get them enroled – all online! Go to Quoting Tool +	Small Business Groups Quote small groups, manage your proposals, view rate tables and manage your quoting profile. 586 New Business Quote & Proposal (2-50) * New Business Quoting Profile * Rate Tables (586) *	Update Your Co-branded Website Information Manage the information on your co-branded quoting website here. Learn More				
	Groups of 51-100 Health Net has created a tool designed specifically for quoting mid-sized businesizes. With more to choose from and more affordable options than our small Group plans, these plans are ideal for groups of 51-100. Ge to Queting Tool + Compare Plan Costs with Cost Advisor	Medicare: Help your clerits find the right Medicare plan in their area and get them enrolled, Find a Medicare Plan +	Quick Links Secure Messaging + Key Contacts for Brokers + Forms and Brochurss + View Current Commissions + Quote Individual, Ramily and CA Form Murreau Plans + IFP Activity History + Small Group Quote and Proposal + Sea Remevals + Mobile Product Gallery +				
	Please Note: The Co-Brand	led link can be located o	n the side module or				

# Contracting, Certification & Support,

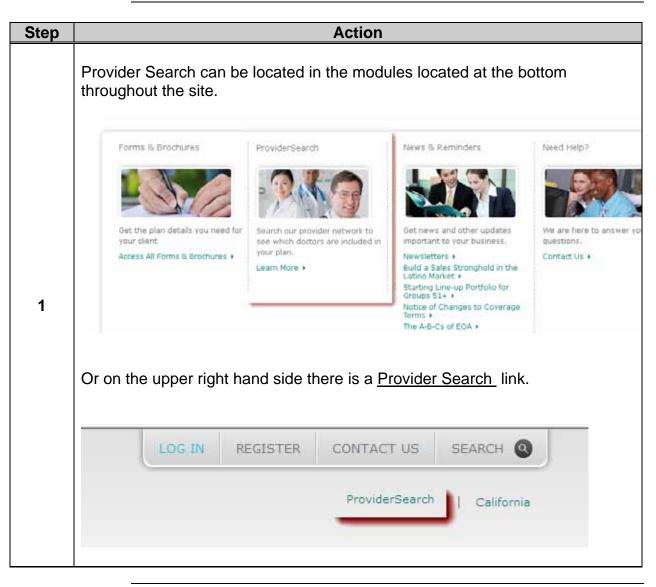
•

Step	Action	
<u>Step</u>	Action Contraction, Certification & Support: Key Contacts & Broker Support, Contracting & Certification and FAQ's Broker - Key Contacts & Broker Support Figure () () () () () () () () () () () () ()	
	ACCOUNT SERVICES UNIT + Secure Ressaging + Key Contacts for Brokers + Key Contacts for Brokers + Contacts for Brokers +	
	Men Current Commissione +	
	SMALL BUSINESS GROUPS + UP Admity History *	
	LARGE AND MID-SIZE GROUPS + STORE AND ADDRESS + STORE AND ADDRESS + STORE AND ADDRESS + STORE	
	ADDITTONAL DEPARTMENTAL CONTACTS - SEG Renewals - Mobile Product Gallery -	
	HELP FIGHT FRAUD, WASTU & ABUSE #	
	Per your convenience, download or print a California Broker contacts list (pdf).	
	Forms & Brochurves ProviderSearch News & Reminders Need Help?	

Continued on next page

#### **Provider Search,**

•



# Provider Search, Continued

SE	earch by the normal criteria's.	
er he	Welcome to ProviderSearch! Search by Address Search by Zip Code Search by City and/or State Search by County Struet address (optional) 95620 Radius: 10 Miles : CONTINUE	To Search for providers using your area, please enter your location(i.e address, city, state, or zip code). Tou can also select the Search by County option and enter your county name. Here Are Other Options Enter your Member ID and Date of Birth Give us a call Search First Hoalth

Continued on next page

# Provider Search, Continued

.

Step	Action
	The new home page of the Provider Search Results. User can easily click on they need instead of filtering.
	We loome to Provider Search
	Location: SACRAMENTO COUNTY, Charge Leaster  Select a Type of Provider
	😼 💀 🖆 🔂 🔄
	Doctors Urgent Care Hospital Medical Group Other Facilities Ancillary Doctors
3	Provider Search Lets You Search All Sorts of Ways! Doctors Effective medical care begons with theorems the rept doctor to meet your health care medical. Members can locate a primary christican to help them mandain their openeral health and treatment for long term conditions and can refer potential the work and treatment for long term conditions and can
	Urgent Care Urgent Care Urgent Care facilities that injuries on illustrate that are not life threatering but require care within a few hours on allowed. Business in urgent nodical conditions are agrants and fractures. If your primary care ghreating is not waisable to see you on a same-deb busines, you will be negligered to a lastify where you can receive the care you need. Many physician groups offer ungarts are used to groups in the primary location.
	Hospital These facilities provide specialized care for those in need of emergency care or the object of investigation of the provide set of the
	Other Facilities These can induce clinical labri, ambulatory surgery centers, dialesis centers, cadology, skeep disorder clines, skilled nursing, and more. Nome Review Welcome to Provider Search
	© Health Berl, Inc. 2013 1 Terms of Lize 1 Private

# Provider Search, Continued

•

Step	Action
	The new layout when selecting Provider, Urgent Care, Hospital and Etc.
	Weekth Net:
	Filter Doctors
	Place matrix (in)     Place matrix (in)       #     *       Dectors     *
	O Joanne Concernition
	Through ( ) ( or well subsystem ( ) = 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1
	Description         Association         Description         Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>
4	
	Control Margin A Devic Subarrow Device Margin Antonica Device Antonica Dev
	I TANDA AND I TAND
	Moore, Elizabeth H         Mechahan, John P         Description (B           Rescury         Materialistic         Executive           13.Neduci Flame         15.Neduci Flame         15.Neduci Flame
	Randberg, James A Crump, Cecilia Ketchurg, Darcy C
	Ravabary, James A     Grung, Cecilia     Katchano, Darry C       10/01-010     10/01-010     10/01-010       2 facelation     and/otsAct     0000000000       11/10-010     Modular Plans     21/Modul Plans
	THE MADE TOTAL ACCOUNTS ON A LODGER. THE LODGER.
	Showing 1 - 12 of 4001 hitrings 1 - 1 - 2 - 4 - 5 - + - 5
	Norma