Bright HealthCare | brand new day — A Bright HealthCare Company | CENTRAL HEALTH MEDICARE PLAN

# Bright Health Group Contracting & Certification Guide

(for Agents/Agencies)

Welcome Agents/Agencies! We are excited to get you onboarded with Bright HealthCare, Brand New Day and/or Central Health Plan. Our priority is to make it easy for you and your downline to represent Bright Health Group. Use this guide to help you get started.

## ❶ Gather required documents

- ☐ NPN or SSN (if an agency – Tax ID Number)
- ☐ E&O Insurance
- ☐ Banking Information (or TIN if selecting to pay an agency)
- ☐ W9 Form
- ☐ Individual & Family Plan Agents: FFM and/or state exchange certifications is selling On Exchange
- ☐ Medicare Agents: 2023 AHIP or NAHU Certification

Have all documents? You are now ready to access the Bright Health Group Contracting website.

## ❷ Access the Bright Health Group Contracting website

- You can access the Bright Health Group Contracting website 2 different ways

| Your upline creates your contracting case | You create a contracting case |
|---|---|
| Your upline will submit your information to create a contracting case on your behalf | Click here and select either 'Agent Appointment' or 'Agency Appointment' to start contracting<br>* Please note: If you are contracting an Agency as well as yourself, please contract your Agency first |

- You will receive an onboarding invitation email with a link to access the case (Site URL) and log-in credentials (User ID, Password & Domain) (From: donotreplyBSU@brighthealthcare.com; Subject: Onboarding Invitation)

Bright HealthCare

Dear Test Testing,

Welcome to the Bright HealthCare's Contracting and Certification system. We are looking forward to partnering with you in promoting our Individual & Family Plan, Small Group, and/or Medicare Advantage product offerings.

Prior to logging in:

- **Medicare Advantage Agents** - Please have your 2022 AHIP or NAHU certification complete and you will be able to finish our certification training in 90 minutes or less.
- **Individual and Family Plan Agents** – If you haven't completed your FFM certification yet, don't worry! We will connect that information later for you. Start contracting!
- **Small Group Plan Agents** – You are ready to start contracting!

When ready, click login to launch the appointing and certification site using your information below. If you are a returning agent and forgot your password, please select the "Forgot Password" option during login.

| | |
|---|---|
| Site URL | Login |
| User ID | salesevents@brighthealthcare.com |
| Password | Cald@411869 |
| Domain | brhi |

Be sure to check out BrightHealthBroker.com for more information about Bright HealthCare Plans, as well as to register for an upcoming Broker event.

Our Broker Service Unit (BSU) is ready to assist you with your Bright HealthCare plan needs or questions. Email us anytime at brokers@brighthealthcare.com, or call us at 1-888-325-1747.

Thank you!

Kind Regards,

Bright HealthCare
Broker Service Unit

- Click on the Log-in link within the email and reset your password
- Enter your NPN to retrieve your NIPR licensing information (If you do not know your NPN, you can enter your SSN to retrieve it.)

## ❸ Complete the contracting application

- You will see the tabs below and must complete all information within each tab.

Onboarding Checklist:

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<tr><td colspan="2">

1. General Information Tab
   - ❑ Most fields are pre-populated from NIPR so you will need to confirm the information is correct

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2. Licenses Tab
   - ❑ Active licenses according to NIPR are displayed at the top of the tab
   - ❑ Select the State(s) and corresponding Lines of Business that you would like to apply for appointment
     - ❑ Place a checkmark beside the state(s) you want to be appointed in
     - ❑ Place a checkmark beside the corresponding Line of Business you want to offer (Individual ACA and/or Medicare).
   - ❑ Individual ACA-GA and/or FMO selection: (If the field is populated, please continue to next tab. If this field is not populated, read below)
     - ❑ Individual ACA-GA: You must select a GA from the drop-down list if you're contracting to sell Individual & Family Plans. If you are not contracting to sell Individual & Family Plans, leave blank.
     - ❑ FMO: You must select an FMO from the drop-down list if you're contracting to sell Medicare Advantage. If you are not contracting to sell Medicare Advantage, leave blank.

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3. Appointments Tab<br>(No action needed)

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4. Background Questionnaire Tab
   - ❑ Answer the 6 Yes/No Questions

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5. Background Agreement Tab
   - ❑ Open ALL three required forms, review, and electronically sign for the background check. (FCRA Agreement, Disclosure Agreement, and Authorization Agreement)
   - ❑ Be sure your name matches what is listed on the General Information tab.

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6. E&O Insurance Tab
   - ❑ Enter the required information from your E&O insurance and upload a copy

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7. Banking Information Tab (Bright Health can pay either an agency or the agent directly)
   - ❑ Pay selection: Yourself or Agency
     - ❑ If selecting "I pay myself or I am contracting my agency and want to pay my agency", please enter your personal banking and W9 information.
     - ❑ Upload a voided check
     - ❑ If selecting "I pay an Agency", please enter the Agency TIN (agency must be contracted with Bright Health Group).

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8. W9 Tab
   - ❑ Upload your W9
   - ❑ Use the download button to verify that the information on the W9 is correct.

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9. Agreement Tab
   - ❑ Review and Accept the Agent Agreement.
   - ❑ Be sure to enter your name as it appears on the General Information Tab (First, Middle, Last).

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10. Certification 1 Tab
    - ❑ For Individual Plan Agents: ACA Individual Certification
      - ❑ Enter your FFM User ID
      - ❑ Select Off Exchange Only or Off/On Exchange.
    - ❑ For Medicare Agents:
      - ❑ Upload your AHIP or NAHU and enter the completion date

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11. Certifications 2 Tab (*For Medicare Advantage agents)*
    - ❑ Complete your Medicare Product Certification with a score of 85% or higher

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12. Submit Tab
    - ❑ Click Submit

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## ❹ Next Steps

- The Broker Service Unit will review your information and submit the background check request. Process normally take 3-5 days.
- Once it is all complete, you will receive an email with your writing number, link to the Bright Broker Resources.
- For Individual agents, you will also receive a separate email with access to our IFP Quoting and Enrollment Portal within 5 business days.
- Don't forget to attend a local Training Event! Contact your local Broker Manager for upcoming dates.

Please note:

- If you select the wrong General Agency/Field Marketing Organization when contracting with Bright Health Group (agent/agency contracting status = Onboarded and is <u>not</u> showing up in your Down Line Report in ICM), you then have 72 hours after being Onboarded to contact the Broker Service Unit via email to request an upline change.
- When contracting an agency, the agency principle MUST also be contracted for their agency and upline to receive commission and/or override payments.

QUESTIONS: Please feel free to reach to the Broker Service unit (BSU) or your local Bright HealthCare, Brand New Day or Central Health Plan representative.