

New Brokers:

If want to become a contracted broker, please visit <https://www.centralhealthplan.com/broker/>

From there, you will navigate to “Broker Contracting” and click on the Begin Contracting Button

The screenshot shows the website header with the 'brand new day' logo and 'CENTRAL HEALTH MEDICARE PLAN'. The navigation menu includes 'Home', 'Compliance and FWA', 'Broker Access', 'Help and FAQ', and 'Contact Us'. The main content area is titled 'Contracted Brokers Log-in' and contains two input fields: 'E-mail' and 'Password', both with red error messages stating 'The User name field is required.' and 'The Password field is required.' respectively. Below these fields is a 'Login' button and a link for 'Forgot password?'. To the right, there are two panels: 'STEP 1 Broker Contracting' and 'STEP 2 New Registration'. The 'STEP 1' panel includes instructions for new and existing brokers and a 'Begin Contracting' button. The 'STEP 2' panel includes instructions for broker portal access and a 'Register Account' button. A footer note mentions 'General Agency/FMO Staff: Click Here to register your account after Broker'.

Next you will be asked to enter your email, NPN# and DOI#. Please double check for accuracy prior to clicking on the Continue button. Once you have verified the information is accurate, click on the Continue Button:

Contracting Step 1

Please enter email address, National Producer Number(NPN) and California DOI#.

Email Address	<input type="text"/>
NPN #	<input type="text"/>
DOI #	<input type="text"/>

You will then be asked to complete the Agent Information section of onboarding. Please be sure to fill out all fields, double checking the accuracy of your DOI # and effective from and to dates. Be sure to select the radio button that best describes your contracting, as an independent agent or a downstream agent of an FMO. Once you have completed this form, press continue.

Agent Information

First Name	<input type="text"/>
Last Name	<input type="text"/>
Middle Name	<input type="text"/>
Social Security Number	<input type="text"/>
Birth Date	<input type="text" value="mm/dd/yyyy"/>
DOI License#	<input type="text" value="A456789012"/>
DOI From Date	<input type="text" value="mm/dd/yyyy"/>
DOI To Date	<input type="text" value="mm/dd/yyyy"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip Code	<input type="text"/>
Cellphone #	<input type="text"/>
Phone #	<input type="text"/>
Extension	<input type="text"/>
Contract Type	<input type="radio"/> Independant <input type="radio"/> Downstream Agent
Comments	<input type="text"/>

You will then receive a completion message letting you know you have completed the first step of contracting.

Note: Once the first step is done it may take up to 72 hours to process your initial request, be on the lookout for an email.

Contracting Request completed

Thank you for your contracting submission, we will review and send you an email with the next steps of the process.

While most of our brokers will continue the contracting process, some may not. You will receive one of two emails. If you are not accepted, you will receive a Denied email simply stating your request to be contracted has been denied. If you are approved, you will receive an email with detailed next steps for the contracting process outlining the next steps.

Subject: California Medicare Request to Contract – Brand New Day and Central Health Plan Approved!

Hello <First Name>,

Congratulations on taking the first step to contract with Brand New Day and Central Health Plan of California! Your account has been created, however there are many more steps to complete your contracting.

The next step is to Register your Broker Portal Account:

- Navigate to <https://www.centralhealthplan.com/broker/>
- Click on "Register Account"
- Agree to the Legal Agreement
- Enter your Email Address and NPN# and click "Continue".
- You will be re-directed to our Broker Portal

Now that you have access to the broker portal, you will need to complete the contracting process. There are two main steps:

- **Document upload:** You will need to upload the needed files via the Broker Access drop down, Certification Status -> Certification. Next to your name there will be a "View Detail" link under the "Action" column. Click here to reveal the list of documents you will need to complete and upload to continue the contracting process. These documents include:
 - o Valid DOI
 - o Valid E & O
 - o Annual AHIP Certificate
 - o EFT
 - o W9
 - o Voided Check (must match W9)
 - o Agent Agreement
- **Annual Certification:** You will need to complete the annual certification process through Litmos. Once you are registered for the certification you will receive an email to the email associated with your account, you may also access Litmos from the home page by clicking on "Begin Certification". You will need to log into Litmos to access the certification.

If you have any questions during the contracting process, please feel free to reach out to our Broker Service Unit. We look forward to working with you!

Regards,

The Broker Service Unit

Brand New Day:

e. marketing@universalcare.com

p. 866-255-4795

Central Health Plan:

e. brokers@centralhealthplan.com

p. 626-388-2375

Once you have this email, you will need to Register your Broker Portal Account. To do so navigate back to <https://www.centralhealthplan.com/broker/> in the "New Registration" section and click on Register Account.

STEP 2

New Registration

Broker Portal Access:

If you are new broker who has completed Step 1, Broker Contracting, you will have received an email from Broker Support instructing you to create a new broker portal account. If you have completed Step 1 and are experiencing issues registering, please contact Broker Support for assistance.

[Register Account](#)

General Agency/FMO Staff: [Click Here](#) to register your account after Broker Relations confirms your access.

You will then be asked to Acknowledge the Legal Agreement, after you have read and reviewed to agree click on the I Agree button.

Legal Agreement

Brand New Day and Central Health Plan of California (Central Health) is required to follow Health Insurance Portability and Accountability Act (HIPAA) regulations for the use and disclosure of Protected Health Information (PHI). When you create a user account, you agree to abide by these regulations in the use and disclosure of Protected Health Information (PHI) and keep any and all PHI you are in possession of confidential. This includes your agreement to comply with all laws directly and indirectly applicable to you that may now or hereafter govern the gathering, use, processing, reporting, receipt, transmission, maintenance, disclosure, and storage of patient information. You further warrant and represent to use your best efforts to cause all individuals and entities under your control or direction to comply with applicable laws and regulations regarding the use, disclosure, and possession of PHI. Brand New Day and Central Health does not assume responsibility for your use or misuse of patient information and/or PHI monitored, transmitted, stored, shared, or received during the use or services of this website.

I further agree to report any suspected or actual misuses of my username or password to Brand New Day and Central Health.

[I Agree](#)

Next you will enter the email address you used when initially contracting and your NPN, then click on the Continue button.

Register Step 1

If you are a broker, please enter the email address provided in your broker application and your NPN Number.

If you are a general agency staff, please enter the email address provided to Central Health Plan and the NPN Number for the general agency.

Email Address

NPN #

[Continue >>](#)

You will then receive an email to create a password. Follow the link and create your password, now you can log into the Broker Portal.

This message was sent securely using Zix®

Hello

Thank you for registering with Central Health Medicare Plan Broker Web Site. Please click the link below to verify your account.

https://link.edgepilot.com/s/691940fb/lwKmPRKGDE_wnRXQj_KA7w?u=https://alfa.chplan.local/CBA/Account/Activate/a94279bf-f189-4137-829b-ff905021a145

Sincerely

Central Health Plan Broker Relations

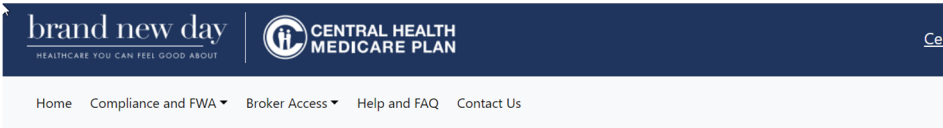
CAUTION: EXTERNAL SENDER. This email originated from outside the organization. Report threats using the Outlook Report Message feature. For urgent assistance contact security@brighthousegroup.com.

Links contained in this email have been replaced. If you click on a link in the email above, the link will be analyzed for known threats. If a known threat is found, you will not be able to proceed to the destination. If suspicious content is detected, you will see a warning.

This message was secured by Zix®.

To do so navigate back to <https://www.centralhealthplan.com/broker/> and you can log into the site now using the Contracted Brokers Log-In section.

Note: If you ever forget your password, you can use the Forgot Password link to recover and gain access to the Broker Portal.



Contracted Brokers Log-in

E-mail

The User name field is required.

Password

The Password field is required.

Login

[Forgot password?](#)

Now that you have access to the broker portal, return to the Already Contracted Brokers section of this document (First Section) to review the needed items to become ready to sell for 2024!