

# BND & CHP

## Certification/Re-certification Instructions

This document is a guide for Existing Brokers and Brokers seeking to contract for Brand New Day (BND) and Central Health Plan (CHP).

### Already Contracted Brokers:

If you are already a contracted broker, please visit <https://www.centralhealthplan.com/broker/>

From there, use the email you have registered when contracting and password to log into the Broker Portal.

The image shows a login form titled 'Contracted Brokers Log-in'. It features two input fields: 'E-mail' and 'Password'. Both fields have a red error message below them: 'The User name field is required.' and 'The Password field is required.' respectively. Below the password field is a blue 'Login' button. At the bottom of the form is a blue link that says 'Forgot password?'.

If you do not know your password, click on the Forgot Password link to receive an email to reset your password.

### Reset Password

Please follow the steps to reset the password.

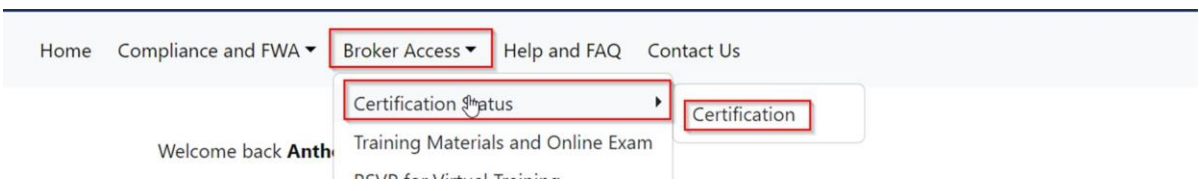
NOTE: If your account has not been approved, you will not have access to the restricted section of the site.

Step 1 : Email Address

The image shows the first step of the password reset process. It features a single input field labeled 'Email address'. Below the field is a radio button selected with the text 'Retrieve By Email'. At the bottom left of the form is a blue button labeled 'Next >>'.

Once you have received your password return to the Contracted Brokers Log-In, enter your email and your password and click on Login.

When in the Broker Portal, you will want to ensure all steps of the re-certification process are complete. To determine what documents may need to be uploaded, click on Broker Access -> Certification Status -> Certification.



Once you have selected certification, you will see your name in the 2024 Certification Information screen, check your NPN for accuracy (if inaccurate please contact the Broker Service Unit) and click on View Detail on the far-right hand side of the screen.

All CA Plans

NPN	Name	Group	2024 Cert Status	2023 Status	Action
2188047	Peter Mylonogiannis	All CA Plans	Pending	Active	<a href="#">View Detail</a>

The next screen will provide details regarding what documents are needed and what is complete. Check the Status column, if you see a check mark that item is complete, no action is needed. If there is a note such as "expired" or "pending" you can click on the Upload link in the Action column to upload the documents.

Note: Any items marked for action is needed, if you see a document is missing, please upload to ensure we have the most up to date information.

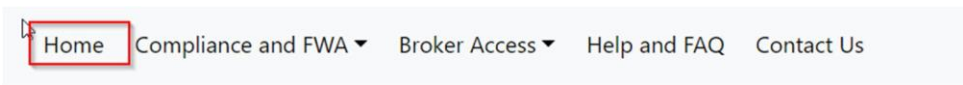
### 2024 Certification Detail

Agent NPN# : 2188047  
Agent Name : Peter Mylonogiannis

PBP Group: All CA Plans  
2024 Certification Status : Pending  
Previous year (2023) Certification Status : Active

Seq	Required Item	Group	Status	Action	Help
1	Valid DOI		✓		
2	Valid E & O		EXPIRED ON 06/01/2023	<a href="#">Upload</a>	Please upload the latest E & O
3	AHIP		PENDING	<a href="#">Upload</a>	2023 AHIP
4	EFT		✓		
5	W9		✓		
6	Voided Check		PENDING	<a href="#">Upload</a>	Please upload a copy of a voided check for EFT setup

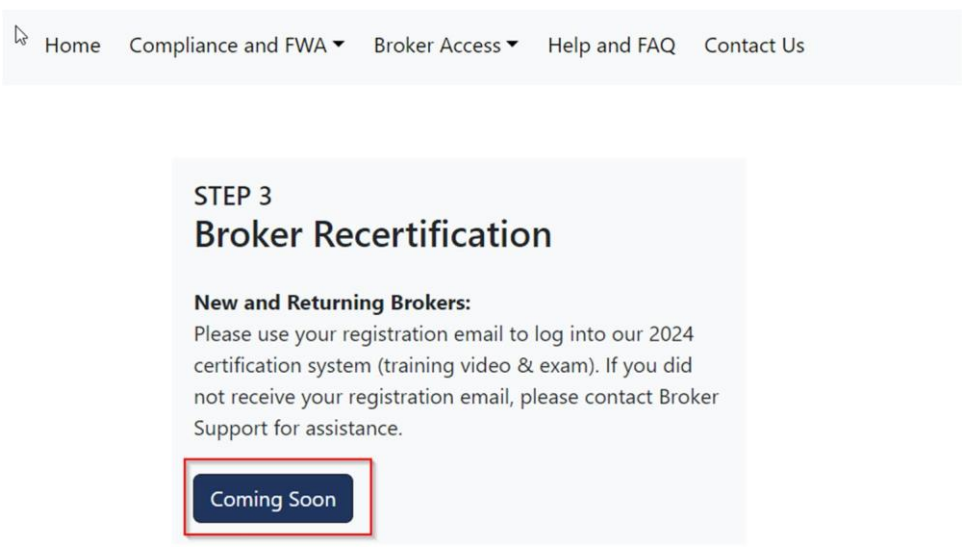
Once you have completed uploading all of the remaining documents, navigate to the top of your Broker Portal and click on the Home tab, this will take you back to the Broker Portal Home Page.



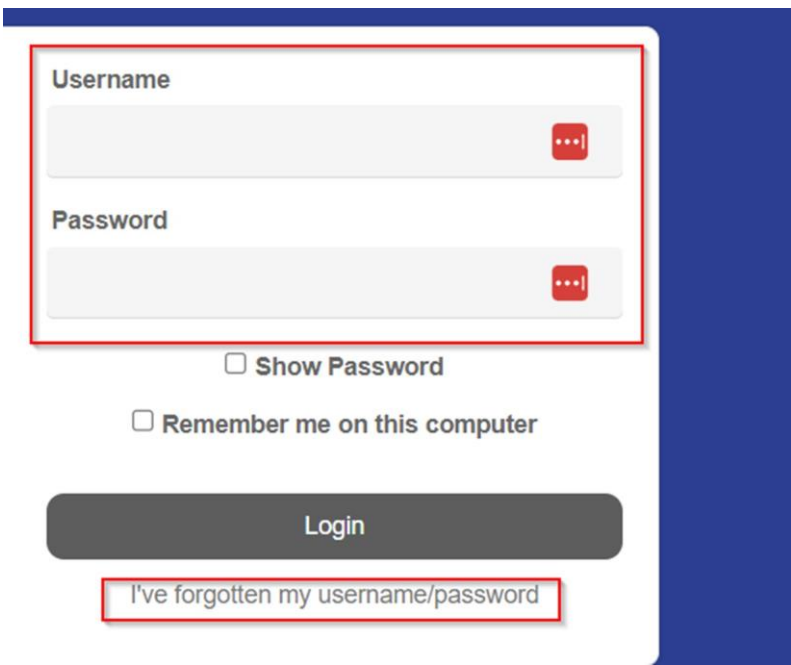
## 2024 Certification Information

Once you are back on the Broker Portal Home Page, click on the button in the “Broker Recertification” section to navigate to Litmos, our delivery tool for annual certification.

Note: In the image below, you will see the button states “Coming Soon”, at the time of this document creation the 2024 Annual Certification has not launched, when it is available this button will take you to Litmos to log in. You will also receive an email to the email on file when the 2024 Annual Certification is active, with a direct link to certify.



Once you are at the Litmos Site, you will use your email on file (same as the email you used for the Broker Portal login) and password to access the certification.



If you are unsure of your username or password, click on the “I’ve forgotten my username/password” link.

## Password recovery

Please enter your username and we will send a password reset link to your email. If you can't remember what your username is please contact your administrator. If you don't have an email address registered with us you will need to contact your administrator to get your password reset.



Continue

or [Back to login](#)

From here follow scroll down to the “My Training” section of Litmos and select the 2024 Brand New Day and Central Health Plan Broker Certification, follow the instructions and complete to finish the Certification.

Once your certification has completed and you have uploaded all needed documents, please patiently wait, it may take up to 72 hours for the systems to fully update. When you are Ready to Sell (RTS) you will receive an email verifying you are ready to sell along with a certificate.

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

Dear <First Name> <Last Name> - <NPN>

CONGRATULATIONS!

This is to confirm that you are now certified with Brand New Day and Central Health Plan for all Counties and Plan products for the [[PARAM01]] calendar year. You are approved to market [[PARAM01]] and begin submitting applications with a [[PARAM01]] effective date.

Attached, please find your [[PARAM01]] Certificate of Completion.

Thank you for certifying with Brand New Day and Central Health Plan! We look forward to working with you!

Regards,

The Broker Service Unit

Brand New Day:

e. [marketing@universalcare.com](mailto:marketing@universalcare.com)

p. 866-255-4795

Central Health Plan:

e. [brokers@centralhealthplan.com](mailto:brokers@centralhealthplan.com)

p. 626-388-2375

## 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'. A 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 features 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 columns: 'STEP 1 Broker Contracting' and 'STEP 2 New Registration'. The 'STEP 1' column contains instructions for brokers certifying for the first time and a 'Begin Contracting' button. The 'STEP 2' column contains instructions for broker portal access and a 'Register Account' button. At the bottom of the 'STEP 2' column, there is a link for '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="A462108LP"/>
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"/> Independent <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](mailto:marketing@universalcare.com)

p. 866-255-4795

Central Health Plan:

e. [brokers@centralhealthplan.com](mailto: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.edgепilot.com/s/691940fb/lwKмPRKGDE\\_wnRXQj\\_KA7w?u=https://alfa.chplan.local/CBA/Account/Activate/a94279bf-f189-4137-829b-ff905021a145](https://link.edgепilot.com/s/691940fb/lwKмPRKGDE_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@brighthealthgroup.com](mailto:security@brighthealthgroup.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.

[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!