



astiva  HEALTH



2024 Astiva Health Certification Instruction



Step 1: Log in to our website <https://brokerportal.astivahealth.com/>

Step 2: Click the red button “Get Certified” at the bottom.

Step 3: Go to the “registration page”. New agents will have to fill out general information.

Step 4: At the bottom, fill out a “Contracted Agency Affiliation” and NPN.

One common error agent tends to do is that they completely type out the agency/FMO name they’re currently with.

To prevent that from happening, have them type in just a few keywords before a suggested drop-down box appears. See the example on the right.

Agency Information

Contracted Agency Affiliation

app

Applied General Agency, Inc.

NPN Number

Business Market

- Orange County
- San Diego
- Los Angeles
- Riverside
- San Bernardino



Step 5: Fill out agent's NPN number in the section NPN.

Step 6: Upload a copy of CA License, AHIP, E&O, and W9

A screenshot of the Astiva Health portal interface. It displays three columns representing different document types: License, E & O, and AHIP. Each column shows an "Accepted" status in a green box. The License section shows an uploaded file "CA INSURANCE LICENSE NEW 2024.pdf" with a timestamp of 10/05/2023 05:19:50 PM, a license number "0011602", and an effective/expiration date of 09/21/2020 / 09/30/2024. The E & O section shows an uploaded file "E&O Certificate of Insurance 2024.pdf" with the same timestamp, a policy number "596427449", and an effective/expiration date of 10/01/2023 / 10/01/2024. The AHIP section shows an uploaded file "AHIP_Medicare_Certification 2024.pdf" with the same timestamp, a certification number "Not Entered", and an effective/expiration date of 01/01/2024 / 12/31/2024. Below these sections is a link to "Download your current AOC Agreement." At the bottom, there is a "Status Definitions" section with three categories: "New" (blue box) indicating a document in review, "Accepted" (green box) indicating a reviewed and accepted document, and "Expired" (red box) indicating an expired license that needs to be renewed.

Step 7: Study training material and take an exam.



Once you complete all these steps in the certification process, Astiva Health Broker Support team member will verify the documents submitted.

You will receive an Astiva Health Certification confirmation email. This means you are certified with Astiva and able to sell Astiva Health Medicare Advantage plans.

Additionally, Astiva Health broker support will create an agent online enrollment account via Connecture DRX and HRA/Pre-Qual account.

You will be notified of an account and log-in information.



For questions or additional information,
please contact Astiva Health Broker Support
at brokersupport@astivahealth.com
or call (949) 403-6167 TTY: 711



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**Welcome to Astiva Health.
We look forward to working with you.**