



**astiva**  HEALTH



# **2025 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 make is that they completely type out an affiliated agency/FMO name.

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

#### Agency Information

Contracted Agency Affiliation

  
**Applied General Agency, Inc.**

NPN Number

Business Market

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



**Step 5:** Type in agent NPN number under NPN.

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

A screenshot of the Astiva Health portal interface. It displays three columns for document management: License, E & O, and AHIP. Each column shows an "Accepted" status, the uploaded file name, the upload date and time, and the effective and expiration dates. Below these columns is a "Download your current AOC Agreement" link. At the bottom, a "Status Definitions" section explains the meaning of the "New", "Accepted", and "Expired" status labels.

License	E & O	AHIP
<b>Accepted</b>	<b>Accepted</b>	<b>Accepted</b>
<b>Uploaded:</b> CA INSURANCE LICENSE NEW 2024.pdf 10/05/2023 05:19:50 PM	<b>Uploaded:</b> E&O Certificate of Insurance 2024.pdf 10/05/2023 05:19:50 PM	<b>Uploaded:</b> AHIP_Medicare_Certification 2024.pdf 10/05/2023 05:19:50 PM
<b>License #</b> 0D11602	<b>Policy #</b> 596427449	<b>Certification #</b> Not Entered
<b>Effective / Expiration</b> 09/21/2024 / 09/30/2024	<b>Effective / Expiration</b> 10/01/2023 / 10/01/2024	<b>Effective / Expiration</b> 01/01/2024 / 12/31/2024
<a href="#">Upload New License</a>	<a href="#">Upload New License</a>	<a href="#">Upload New License</a>
<a href="#">Download your current AOC Agreement.</a>		

**Status Definitions:**

- New:** Your document is currently in review. Check back soon.
- Accepted:** Your document has been reviewed and accepted.
- Expired:** Your license has expired. You must enter a new one to stay in compliance.



**Step 7:** Select Payment Type

1. Paid to Self or Business Entity
2. Paid to Field Marketing Organization

**Step 8:** Required financial documents

- 1. Paid to Self** – must complete W9 and Electric Fund Transfer (EFT) for direct deposit.
- 2. Paid to Business Entity:** must complete W9, EFT, and AOC form.
- 3. Paid to FMO:** must complete AOC form,



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

Once verified, an Astiva Health Certification confirmation email will be sent. This email means you are certified with Astiva and able to sell Astiva Health Medicare Advantage plans.

Additionally, Astiva Health Broker Support team 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](mailto:brokersupport@astivahealth.com)

or call (949) 403-6167 TTY: 711

We are open Monday – Friday; 9:00AM – 5:00PM

A modern, multi-story office building with a glass and metal facade. The building is viewed from a low angle, looking up. The sky is overcast. In the foreground, there are some trees and palm trees. The Astiva Health logo is prominently displayed on the top left of the building, and the address '765' is visible on the top right corner of the building's facade.

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