Bright Health Plan Contracting & Certification Guide
(for Agents)

Welcome Agents! We are excited to get you on-board with Bright Health. Our priority is to make it easy for you to represent Bright Health. Use this guide to help you to get started.

Individual & Family Plan Agents	Medicare Agents
You must complete individual contracting unless otherwise approved. Contact the Broker Service Unit if you have any questions.	You must complete individual contracting & Medicare certification.

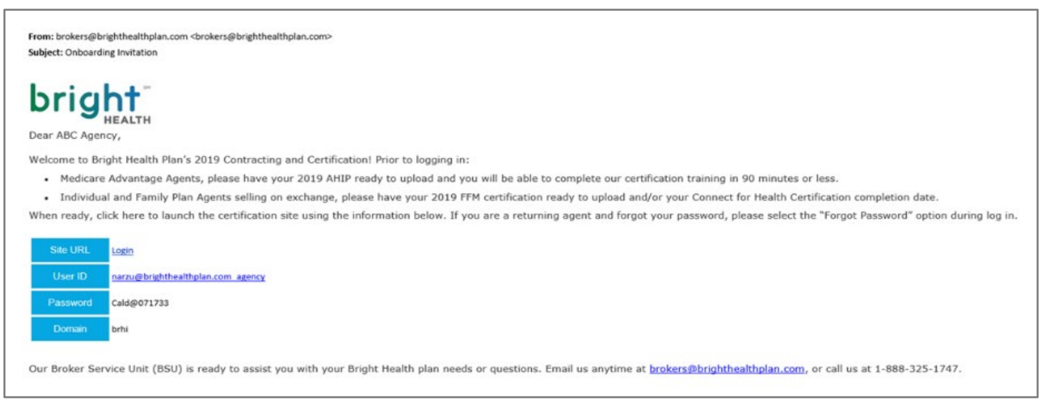
1 Gather required documents

- ☐ NPN or SSN
- ☐ E&O Insurance
- ☐ Banking Information
- ☐ W9
- ☐ **Medicare Agents: 2021** AHIP

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

2 Access the Bright Health Contracting website

- Access Bright Health Contracting website via a personalized link you receive from your upline (FLEX).
    - Request a contracting link directly from your upline (FLEX).
- You will receive an **Onboarding Invitation** email from brokers@brighthealthplan.com with a link and log-in information (User ID, Password and Domain). (Subject: Onboarding Invitation)



From: brokers@brighthealthplan.com <brokers@brighthealthplan.com>
Subject: Onboarding Invitation

bright HEALTH

Dear ABC Agency,

Welcome to Bright Health Plan's 2019 Contracting and Certification! Prior to logging in:

- Medicare Advantage Agents, please have your 2019 AHIP ready to upload and you will be able to complete our certification training in 90 minutes or less.
- Individual and Family Plan Agents selling on exchange, please have your 2019 FFM certification ready to upload and/or your Connect for Health Certification completion date.

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

Site URL	Login
User ID	narzu@brighthealthplan.com_agency
Password	Cald@071733
Domain	brhi

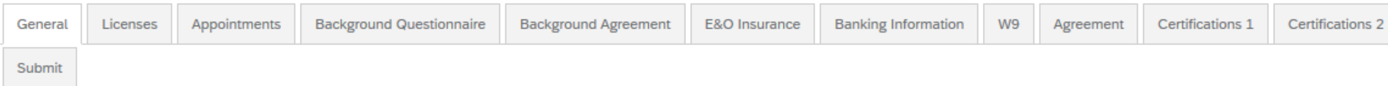
Our Broker Service Unit (BSU) is ready to assist you with your Bright Health plan needs or questions. Email us anytime at brokers@brighthealthplan.com, or call us at 1-888-325-1747.

Onboarding Invitation

- Click on the **Login** 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.)

③ Complete the contracting application

- You will see the tabs below and must complete all information on tabs.



Onboarding Checklist:

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

2. Licenses Tab
- ❑ Active licenses according to NIPR are displayed at the top of the tab
- ❑ Select the States and corresponding Lines of Business that you would like to apply for appointment with Bright Health.
  - ❑ 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 <u>not</u> populated, read below (see image).
  - ❑ Individual ACA-GA: Select a GA from the drop-down list.
  - ❑ FMO: If you are not contracting to sell Medicare, leave blank. If you are selling Medicare, you must select an FMO from the list.

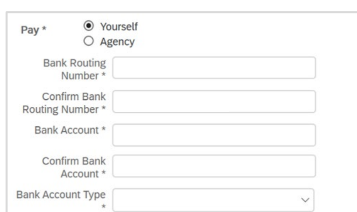
3. Appointments Tab
(No action needed)

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

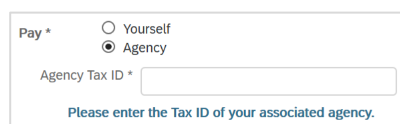
5. Background Agreement Tab
- ❑ Open ALL three required forms, review, and electronically sign for the background check. (FCRA Agreement, Disclosure Agreement, and Authorization Agreement)
- ❑ Be sure your name matches what is listed on the General Information tab.

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

7. Banking Information Tab (Bright Health can pay either an agency or the agent directly)
- ❑ Pay selection: Yourself or Agency
  - ❑ If selecting **"Yourself"**, please enter your personal banking and W9 information.
  - ❑ Upload a voided check



  - ❑ If selecting **"Agency"**, please enter the Agency TIN (agency must be contracted with Bright Health).



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

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).

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

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

12. Submit Tab
- ❑ Click Submit

④ 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, and login information to our Broker Hub.
- **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 Bright Health Training Event!** Contact the Broker Service Unit or your local Broker Manager for upcoming dates.

Questions: Please feel free to reach out to the Broker Service Unit (BSU) or your local Bright Health Representatives.

Broker Service Unit (BSU)

Email: brokers@brighthealthplan.com

Phone: 1-888-325-1747

8:00am – 6:00pm CST