Bright Health Plan Contracting and Certification Guide for Agents

(General Agency: Agent Pipeline)

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.

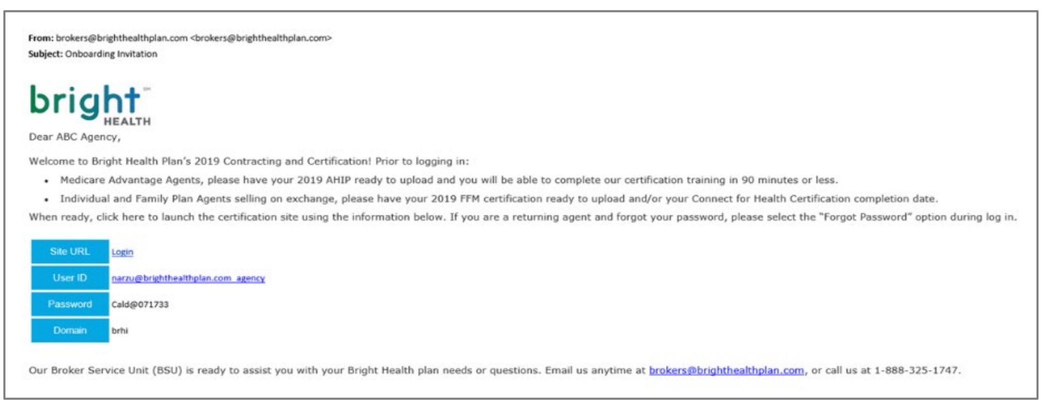
1 Gather required documents

- ☐ NPN or SSN
- ☐ E&O Insurance
- ☐ Banking Information
- ☐ W9
- ☐ **Medicare Agents: 2020** AHIP

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

2 Access the Bright Health Contracting website

- You can access the Bright Health Contracting website 2 different ways.
  1. Your upline will submit your information.
  2. You can click on the agent contracting link (click here) and enter you information.
- 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

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.)

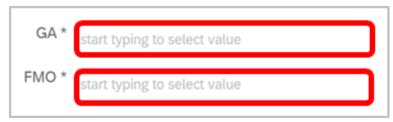
③ Complete the contracting application

- 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).
- ❑ GA and/or FMO selection: (see image)
  - ❑ GA Selection: Select **Agent Pipeline, Inc - 261553665** from the drop-down list.
  - ❑ FMO Selection: If you are not contracting to sell Medicare, leave blank



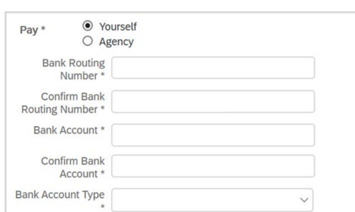
3. Appointments Tab
(No action needed)

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

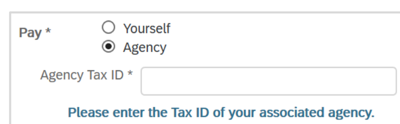
5. Background Agreement Tab
- ❑ Open ALL three required forms, review, and electronically sign for the background check. (FCRA Agreement, Disclosure Agreement, and Authorization Agreement)
- ❑ Be sure your name matches what is listed on the General Information tab.

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 information.
  - ❑ Upload your W9



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



8. W9 Tab
- ❑ Confirm federal tax classification
- ❑ Upload a copy of W9

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 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:

Email: brokers@brighthealthplan.com

Phone: 1-888-325-1747

8:00am – 6:00pm CST

Bright Health (Individual and Family Plan Team)

Market	Broker Manager	Phone Number	Email
Alabama	Tim Merritt	678-920-9677	tmerritt@brighthealthplan.com
Arizona	Terry Rulon	480-653-5063	tmerritt@brighthealthplan.com
Colorado	Chantal Rousseau	720-936-1165	crousseau@brighthealthplan.com
Florida (Pensacola)	Tim Merritt	678-920-9677	tmerritt@brighthealthplan.com
Florida (Tampa)	Mike Berglund	813-732-1565	mberglund@brighthealthplan.com
Florida (W. Palm Beach)	Leigh Caldwell	813-489-3887	lcaldwell@brighthealthplan.com
Nebraska	TBD		
North Carolina	Jason McKito	704-728-2975	jmckito@brighthealthplan.com
Oklahoma	TBD		
South Carolina	Courtney Jones	423-773-1866	cjones@brighthealthplan.com
Tennessee (Knoxville & Nashville)	Courtney Jones	423-773-1866	cjones@brighthealthplan.com
Tennessee (Memphis)	Tim Merritt	678-920-9677	tmerritt@brighthealthplan.com