Bright Health Plan Contracting & Certification Guide

Welcome Agents! We are excited to get you on-board with Bright Health this year. Our priority is to make it easy for you to represent Bright Health & have **10 easy steps** for you to get started.

Medicare Agents - must complete individual contracting & Medicare certification.

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

Are you the principle of an Agency? Please contract your Agency first, and then complete the Agent information. It is a simple process! Click HERE to start.

Step 1: Gather Required Documents

- ☐ Agents - NPN or SSN (if an Agency - Tax ID Number)
- ☐ E&O Insurance
- ☐ Banking Information (or TIN if selecting to pay an Agency)
- ☐ W9
- ☐ **Medicare Agents**: 2019 AHIP Certification
- ☐ **Individual Agents selling On Exchange:** 2019 FFM and/or Connect for Health Colorado Certifications

Have all the documents? **You are now ready to access our Agent contracting link HERE.**

Step 2: Access the Bright Health Certification

- ☐ After you enter your information, you will receive an email with a link and login information
- ☐ After you login, **reset your password**, and select **Onboarding**.
- ☐ Enter your NPN or SSN to pull NIPR licensing information (Agencies will use Tax ID)
- ☐ Agents will then see the tabs below (Agencies will see fewer)

General | Licenses | Appointments | Background Questionnaire | Background Agreement | E&O Insurance | Banking Information | W9 | Agreement | Certifications 1 | Certifications 2 | Submit

Step 3: General Information Tab

- ☐ Most fields pre-filled from NIPR, confirm the information
- ☐ Can add additional address if desired
- ☐ Write down how your name appears from NIPR – First, Middle, Last (you will need it to electronically sign some items later on)

Step 4: Licenses and Appointments Tabs

Licenses Tab

- ☐ License information pulled from NIPR for all states Bright is available
- ☐ For each state applicable, select:
  - State
  - Line of business – Individual ACA and/or Medicare
    - **Enter your GA name, FMO name, or Direct Agent as applicable**

Appointments Tab

- ☐ No action needed - Review current appointment information from NIPR

Step 5: Background Tabs

Background Tab

- ☐ 6 yes/no questions

Background Agreement Tab

- ☐ Three required forms to review & electronically sign for the background check
- ☐ Be sure to enter your name the same as the General Info Tab – First, Middle, & Last

Step 6: E&O Insurance Tab

- ☐ Enter information from your E&O insurance and upload a copy
  - ☐ Name
  - ☐ Policy Number
  - ☐ Effective Date
  - ☐ Expiration Date
  - ☐ Per Occurrence Limit
  - ☐ Aggregate Limit

Step 7: Banking and W9 Information Tab

Banking Tab

- ☐ **Direct Pay No** – <u>Enter Agency Tax ID</u>, Agency must be contracted with Bright
- ☐ **Direct Pay Yes**
  - ☐ Bank Routing Number
  - ☐ Bank Account Number
  - ☐ Bank Account Type
  - ☐ Upload Voided Check

W9 Tab

- ☐ Confirm federal tax classification
- ☐ Upload copy of W9 (a pdf version is available online if needed)

Step 8: Agreement Tab

- ☐ Review and Accept the Agent Agreement
- ☐ Be sure to enter your name the same as the General Info Tab – First, Middle, & Last

Step 9: Certification Tabs

Certifications 1 Tab

For Individual Plan Agents

- ☐ Select Off Exchange or On & Off Exchange
- ☐ If selling On Exchange, you can upload your 2019 FFM certification and/or enter your Connect For Health Colorado certification completion date

For Medicare Agents

- ☐ Upload your 2019 AHIP and enter the completion date

Certifications 2 Tab – For Medicare Agents

- ☐ Complete your 2019 Medicare Product Certification with a score of 85% or higher

Step 10: Submit Tab

- ☐ You are now ready to submit your application!

What's next?

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.

Thank you for contracting with Bright Health!

Questions? The Broker Service Unit is here to help!
Reach us at brokers@brighthealthplan.com or 1-888-325-1747
8:30am – 5pm local time

Please feel free to reach out to your local Bright Health Representatives

Bright Individual & Family Plan Team

Alabama	Tim Merritt	678-920-9677	tmerritt@brighthealthplan.com
Arizona	Terry Rulon	480-653-5063	trulon@brighthealthplan.com
Colorado	Chantal Rousseau	720-936-1165	crousseau@brighthealthplan.com
Tennessee	Scott Helms & Courtney Jones	704-222-6911 423-773-1866	shelms@brighthealthplan.com cjones@brighthealthplan.com

Bright Medicare Team

Alabama	Tim Merritt	678-920-9677	tmerritt@brighthealthplan.com
Arizona	Nicole Brown & David Wessling	480-729-1418 602-501-2125	nbrown@brighthealthplan.com dwessling@brighthealthplan.com
Colorado	Ashley Chavez	720-244-7303	achavez@brighthealthplan.com
New York	Anthony Velazquez	347-694-9690	avelazquez@brighthealthplan.com
Ohio	Susan Schoen	419-651-2499	sschoen@brighthealthplan.com
Tennessee	Scott Helms	704-222-6911	shelms@brighthealthplan.com