

Bright Health Group Contracting & Certification Guide (for Agents/ Agencies)

Welcome Agents/ Agencies! We are excited to get you onboarded with Bright HealthCare, Brand New Day and/or Central Health Plan. Our priority is to make it easy for you and your downline to represent Bright Health Group. Use this guide to help you get started.

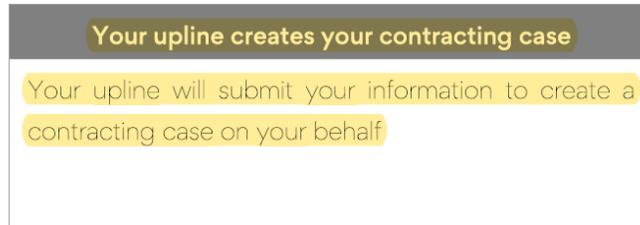
1 Gather required documents

- | | |
|---|---|
| <input type="checkbox"/> NPN or SSN (if an agency - Tax ID Number) | <input type="checkbox"/> W9 Form |
| <input type="checkbox"/> E&O Insurance | <input type="checkbox"/> Individual & Family Plan Agents: FFM and/or state exchange certifications is selling On Exchange |
| <input type="checkbox"/> Banking Information (or TIN if selecting to pay an agency) | <input type="checkbox"/> Medicare Agents: 2023 AHIP or NAHU Certification |

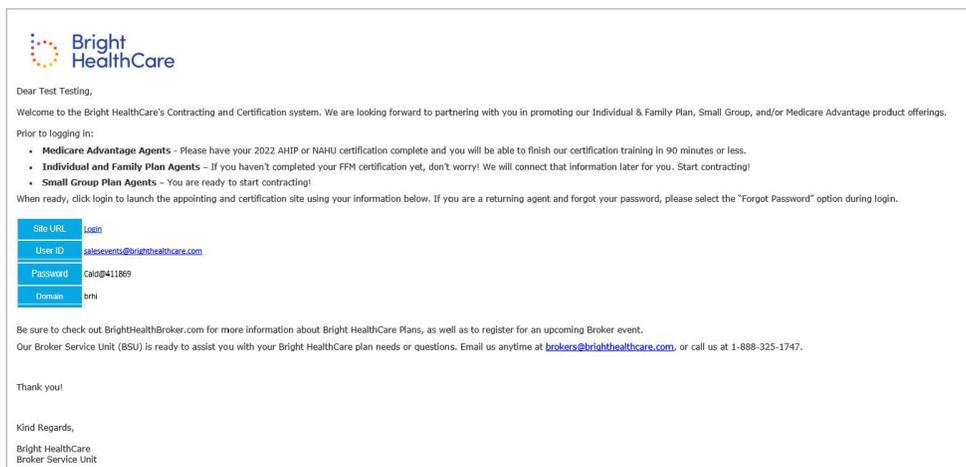
Have all documents? You are now ready to access the Bright Health Group Contracting website.

2 Access the Bright Health Group Contracting website

- Here's how you can access the Bright Health Group Contracting website



- You will receive an onboarding invitation email with a link to access the case (Site URL) and log-in credentials (User ID, Password & Domain) (From donotreplyBSU@brighthousecare.com; Subject Onboarding Invitation)



- Click on the Log-in 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 within each tab.

Onboarding Checklist:

1. General Information Tab <input type="checkbox"/> Most fields are pre-populated from NIPR so you will need to confirm the information is correct	
2. Licenses Tab <input type="checkbox"/> Active licenses according to NIPR are displayed at the top of the tab <input type="checkbox"/> Select the State(s) and corresponding Lines of Business that you would like to apply for appointment <input type="checkbox"/> Place a checkmark beside the state(s) you want to be appointed in <input type="checkbox"/> Place a checkmark beside the corresponding Line of Business you want to offer (Individual ACA and/or Medicare) <input type="checkbox"/> Individual ACA-GA and/or FMO selection (If the field is populated, please continue to next tab. If this field is <u>not</u> populated, read below) <input type="checkbox"/> Individual ACA-GA You must select a GA from the drop-down list if you're contracting to sell Individual & Family Plans. If you are not contracting to sell Individual & Family Plans, leave blank. <input type="checkbox"/> FMO You must select an FMO from the drop-down list if you're contracting to sell Medicare Advantage. If you are not contracting to sell Medicare Advantage, leave blank.	
3. Appointments Tab (No action needed)	4. Background Questionnaire Tab <input type="checkbox"/> Answer the 6 Yes/No Questions
5. Background Agreement Tab <input type="checkbox"/> Open all three required forms, review, and electronically sign for the background check. (FCRA Agreement, Disclosure Agreement, and Authorization Agreement) <input type="checkbox"/> Be sure your name matches what is listed on the General Information tab.	6. E&O Insurance Tab <input type="checkbox"/> 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) <input type="checkbox"/> Pay selection Yourself or Agency <input type="checkbox"/> If selecting "I pay myself or I am contracting my agency and want to pay my agency", please enter your personal banking and W9 information. <input type="checkbox"/> Upload a voided check <input type="checkbox"/> If selecting "I pay an Agency", please enter the Agency TIN (agency must be contracted with Bright Health Group)	
8. W9 Tab <input type="checkbox"/> Upload your W9 <input type="checkbox"/> Use the download button to verify that the information on the W9 is correct	9. Agreement Tab <input type="checkbox"/> Review and Accept the Agent Agreement <input type="checkbox"/> Be sure to enter your name as it appears on the General Information Tab (First, Middle, Last)
10. Certification 1 Tab <input type="checkbox"/> For Individual Plan Agents ACA Individual Certification <input type="checkbox"/> Enter your FFM User ID <input type="checkbox"/> Select Off Exchange Only or Off/On Exchange. <input type="checkbox"/> For Medicare Agents <input type="checkbox"/> Upload your AHIP or NAHU and enter the completion date	11. Certifications 2 Tab (For Medicare Advantage agents) <input type="checkbox"/> Complete your Medicare Product Certification with a score of 85% or higher
12. Submit Tab <input type="checkbox"/> 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
- 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 Training Event! Contact your local Broker Manager for upcoming dates

Please note:

- If you select the wrong General Agency/Field Marketing Organization when contracting with Bright Health Group (agent/agency contracting status = Onboarded and is not showing up in your Down Line Report in ICM), you then have **72 hours** after being Onboarded to contact the Broker Service Unit via email to request an upline change
- When contracting an agency, the agency principle **MUST** also be contracted for their agency and upline to receive commission and/or override payments.

QUESTIONS Please feel free to reach to the Broker Service unit (BSU) or your local Bright HealthCare, Brand New Day or Central Health Plan representative