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Network Health Agent Portal

Log in to our agent portal for access to several online tools, including the following.
• Run a small group ACA quote for small groups (2–50 total employees)
• View upcoming renewals and run alternates
• View census information on groups and perform the following administrative duties
  – Enroll new members
  – Remove members from a plan
  – Order medical ID cards
  – Monitor enrollment history

Here’s how it works.
• Go to networkhealth.com
• Click on Agents

Select the Agent Sign In button on the right, and choose Individual/Group Portal
First time logging in?
- Use your email address as your username
- Enter the temporary password: Pass@word1
- Use the temporary password for your initial login. Change your password once you are logged in.
  Make sure to set up your security questions so you can unlock if you get locked out in the future.

Contact your account manager if you have issues logging in.

Are you an existing user?
- Use your email address as the username
- Enter your password

Contact your account manager if you forget your password. You will receive a temporary password to unlock your account. Once you’re logged in, set up a new password and security question.
Viewing Issued Policies

Select Policies from the menu on the left. Search for all issued policies on the Policy Search grid.

To search for a specific policy, fill in the appropriate fields and the results will display in the Search Results grid.
To view details of an existing policy, click on View/Edit next to the policy. A dashboard will appear with the following information.

- Manage Group – Employer demographics, eligibility requirements, view plans/rates/past renewals
- Employee Roster – View list of employees, add or term an employee or dependent
- Profile & Settings – Set up additional users
Viewing a Renewal

Select **Renewals** from menu on the left. Fill in the appropriate fields for a renewal search. Go to the **Product** field and select **Individual** or **Small Business Renewals** from the drop down menu to see a list of renewals.

Click **View/Edit** link next to an existing policy to view details. If the **Workflow State** column says **Offer Sent**, the renewal is viewable.
How to Run Alternate Plans for a Small Group Renewal

Find the group renewal. Select View/Edit to view the renewal.

From the Renewal Offer Screen, select the See More Plans button
A variety of ACA plans and pre-ACA plans will show up. Choose up to three plans.

Elect the plans you want as alternates, then click Select Plans.
You will see the statement below on the page.

**You have chosen different plans, click HERE to regenerate the renewal offer.**

You will then see another screen with the following message.

**We are currently regeneration the renewal offer. Click HERE to refresh the page.**

After a few minutes, click on **HERE**, this will take you to the renewal offer.
The Renewal Offer dashboard provides a snapshot of the renewing plan(s) and premiums. Alternates are also provided. Select View Offer to view a full copy of the renewal.
How to Run a Small Group

ACA Quote

You can run a quote for any small groups (2-50 total employees) that reside in our 22 county service area.

Select **Get Quote** and choose **Small Group**
You will need to enter the following information.

- Effective date
- Group name
- Zip code
- County
- Total number of employees
- Agent name

Enter the employee information one of the following ways.

- Employee by employee
- Upload the employee census
You will need the following information for each employee.

- Name (optional)
- Type of coverage – EE, ES, EC or Fam
- Date of birth or age
- If ES or Fam coverage, then you’ll need date of birth or age of spouse
- Number of children in the following categories.
  - Children under age 18
  - Children age 18-20
  - Children age 21-24
  - Children age 25

Once you are finished submitting the census, select **Get Quote** and a plan selection screen will appear. You may select up to three plans.

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<th>Coverage Type</th>
<th>DOB (mm/dd/yyyy)</th>
<th>Age</th>
<th>Spouse DOB (mm/dd/yyyy)</th>
<th>Spouse Age</th>
<th>Children under 18</th>
<th>Children 18 to 20</th>
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Compare up to three plans at a time. You can either choose a variety of plan features or run a basic comparison.
Once the quote is complete you can do the following:

- Save Quote
- Email PDF
- Download PDF
- Apply

After you save a quote, it will appear in your account under My Quotes for future reference.
Search for a Quote

Click on My Quotes from menu on the left. This will take you to the Quote Search page.

To search for a quote, enter valid search criteria and click Search. Results matching the given criteria are displayed in the Search Results grid.

From the Search Results grid you can do the following:
• Add a new quote
• View/edit an existing quote details
• Launch an application
Accepting a Small Group Plan

On the Renewal Offer screen, click on the plan(s) that the group wants to accept. A group can have up to three plans, as long as there is one subscriber on each plan.

Select at least one plan and click **Accept**. The button will change from gray to orange.
After electing plans, click **Accept**. Accepting the plan(s) is now complete. You will get a confirmation message.

If the group wants to accept more than one plan, please notify the account manager to let them know who will be on each plan.