Commercial

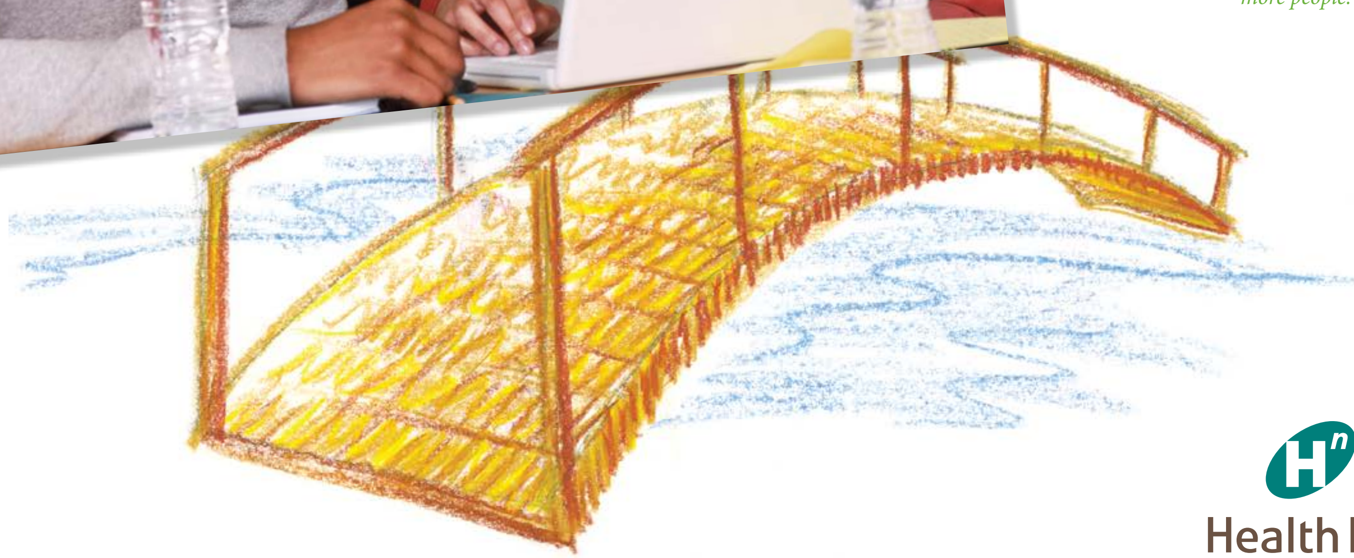
For Individuals & Families and Group

Health Net of California, Inc. HMO Plans and
Health Net Life Insurance Company PPO Plans

Broker Book of Business *Tool*

Makes managing your business online even easier!

Josefina Bravo,
Health Net
We put affordable health care coverage within reach of more people.



Health Net®

Simple *to Use,* Easy *to Understand*

It's easy to view your Health Net business in ways that work for you. With user-friendly search features, you'll save time by going straight to the information you need – right when you need it. Start using our Broker Book of Business tool today:

Your Book of Business is available online. We know it can be challenging to manage your individual and group accounts. Our Book of Business feature gives you the tools you need to make doing business easier. And best of all, you get results quickly and conveniently.

- Log in to your broker account at **www.healthnet.com**.
- Click on *Book of Business & Commissions* in the navigation bar spanning across the page.
- From here, you can click one of three tabs: *Individuals & Families, Groups* or *View Commissions.*

Plans for Individuals and Families

1 Search options

Choose your search options to view your individual client status.

- Subscriber name
- **Subscriber ID (member identification / R #)**
- Plan name
- Plan type (use drop-down menu)
- Alert type (use drop-down menu)
- OED (original effective date)
- Plan effective date
- Cancellation date
- Status (use drop-down menu)

2 Link to Broker Activity History has been added, giving you a quick shortcut to check your pending business.

3 At any time, you can select this icon to save your search results directly into a Microsoft Excel file.

4 At any time, you can select this icon to print your search results.

5 Alerts legend helps you understand what each of the Alert icons means.

Search results

Sort your results based on your business need – by subscriber name, subscriber ID, plan type, plan effective date – whatever you prefer.

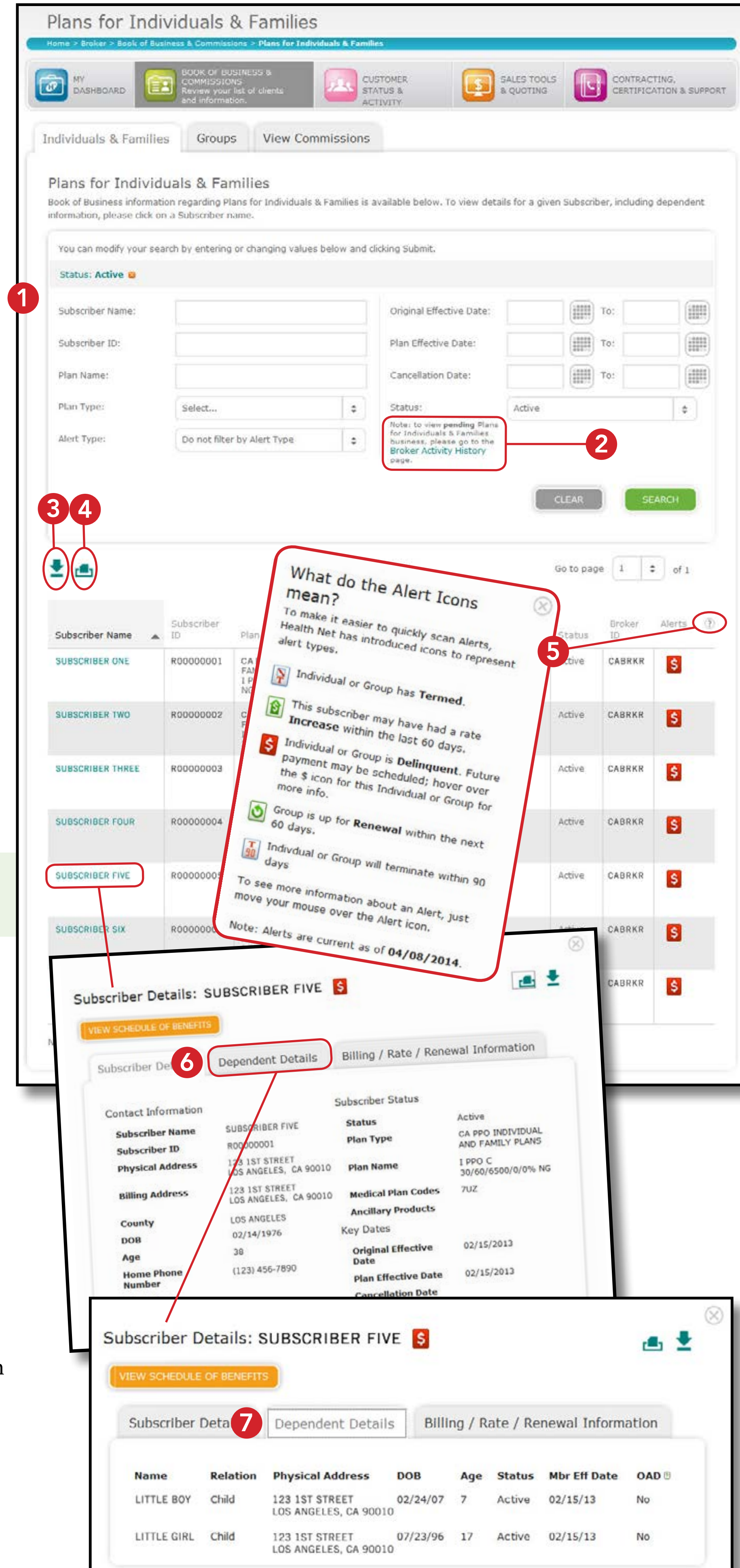
6 Subscriber Details tab

Click on a subscriber name to get the demographic detail for each individual, including:

- Plan type
- Plan name
- Plan effective date
- Cancellation date
- Paid through date
- Address
- Date of birth
- Age
- Monthly premium

7 Dependent Details tab

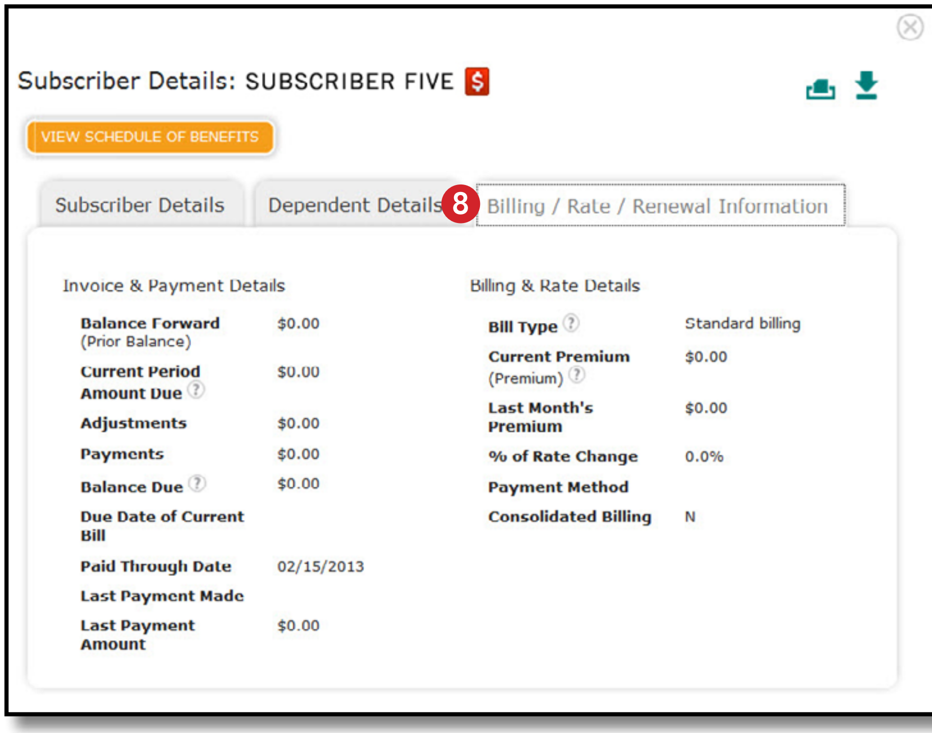
Click on this tab to view details for each of the dependents.



Billing / Rate / Renewal Information details tab

Click this tab to find payment information, including:

- Due date
- Amount due
- Balance due
- Last payment made
- Past premium amount
- Current premium
- Balance forward from current bill
- Amount paid
- Premium payment method
- Consolidated billing (Yes/No)
- % of rate change (N/A if no rate change within the past 60 days)



Delegate various levels of access to brokers registered under your firm's ID

Set up and delegate which areas of your Book of Business you want your brokers to have access to in order to help them manage their accounts. To set up your brokers, go to *View and Manage Accounts > Manage Broker Accounts*. The brokers who you have registered using your association ID number, will be displayed.

Select the broker name you are allowing or denying access for and check the roles you are delegating:

- New Business Quote & Proposal (SBG)
- New Business Quote Activity (SBG)
- Quoting Profile/Underwriting (SBG)
- Renewal Quote Activity (SBG)
- SBG Renewals
- Book of Business (IFP and Group)
- IFP Activity History
- View Book of Business Commission Data (IFP and Group)
- 51–100 Group New and Renewal Quoting (Group)

Aristotle Ibay, Health Net
We give you more ways to fuel sales.

Group Business

1 Search options

Choose your search option to view your group client status.

- Group name
- Parent group ID
- Group suffix ID
- Status (use drop-down menu)
- Alert type (use drop-down menu)
- OED (official enrollment date)
- Renewal date
- Plan name
- Plan type (use drop-down menu)

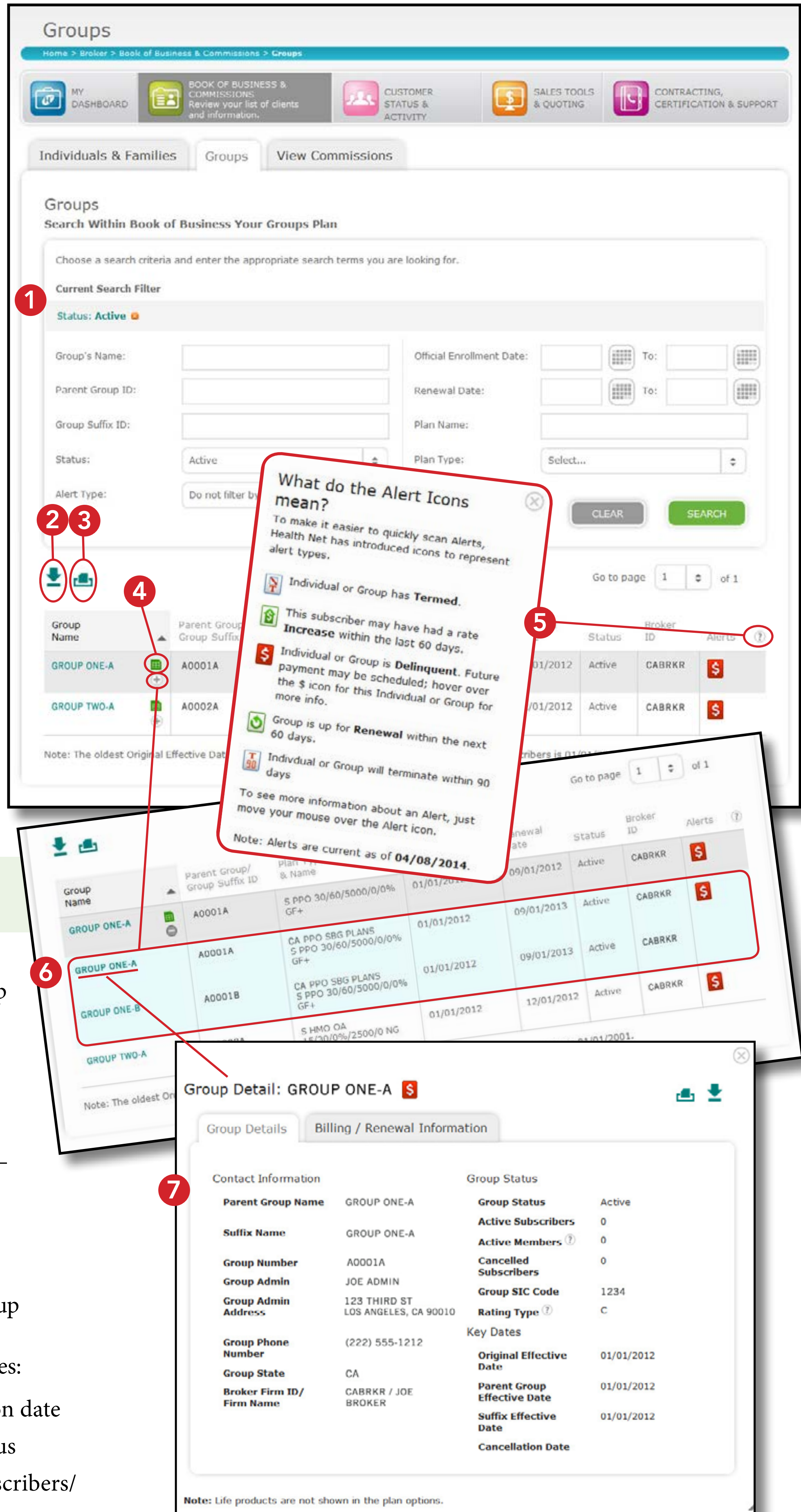
2 At any time, you can select this icon to save your search results directly into a Microsoft Excel file.

3 At any time, you can select this icon to print your search results.

4 Select this link to download an Excel spreadsheet containing the subscriber details for *all* active subscribers in *all* group suffixes tied to the parent group. You can then sort/save/print the data.

5 Alerts legend helps you understand what each of the Alert icons means.

6 Selecting the plus (+) icon on the parent group will expand to show you the group suffixes.



Search results

Sort your results based on your business need – by group name, parent group ID, group suffix ID, OED, renewal date, status – whatever you prefer.

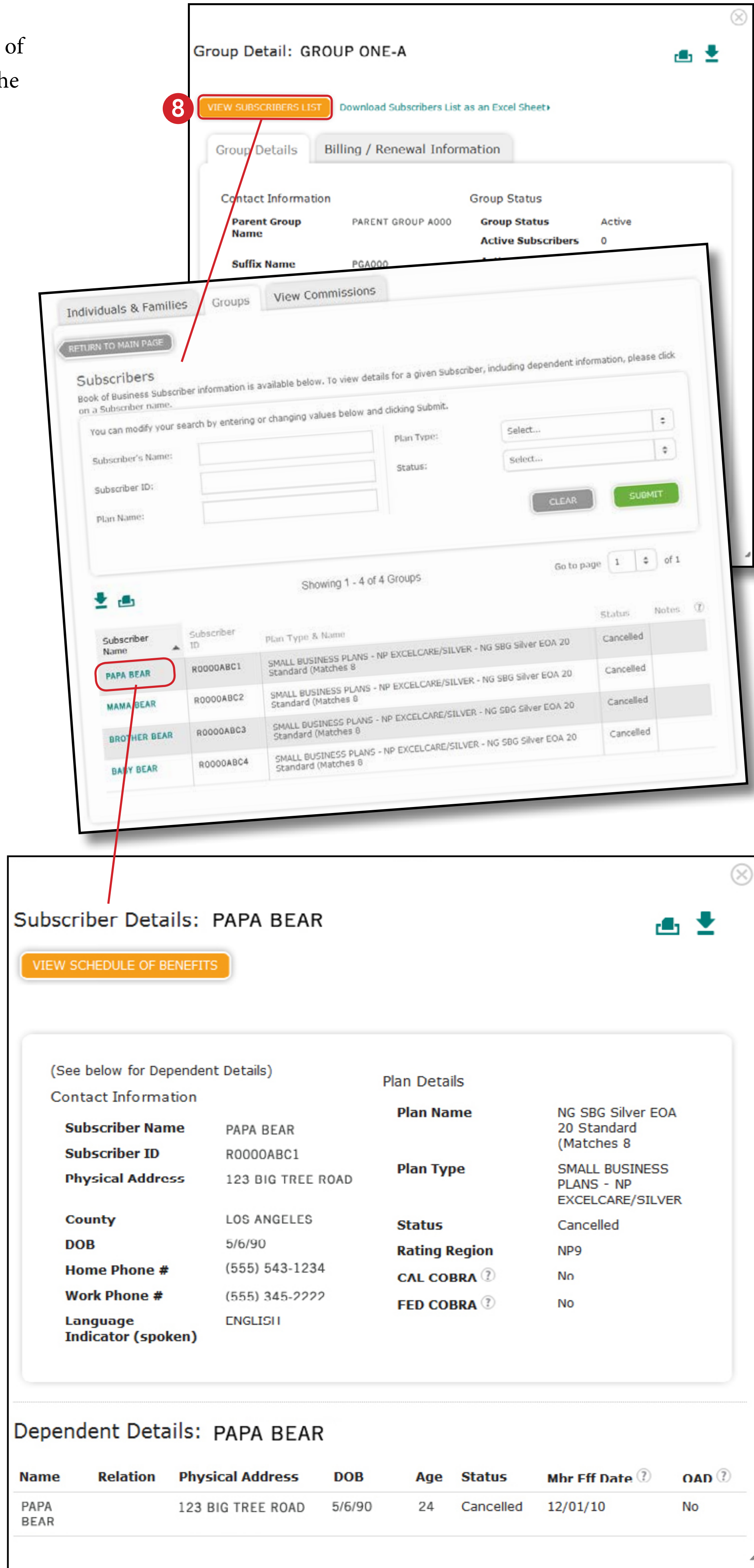
7 Group Details tab

Your search results come up quickly and are easy to read. Then just click on a group name to get the demographic detail for each group. The group details tab includes:

- Group number
- Group administrator
- Group administrator and billing addresses
- Group state
- Cancellation date
- Group status
- Active subscribers/ members
- Cancelled subscribers

8 View Subscriber List

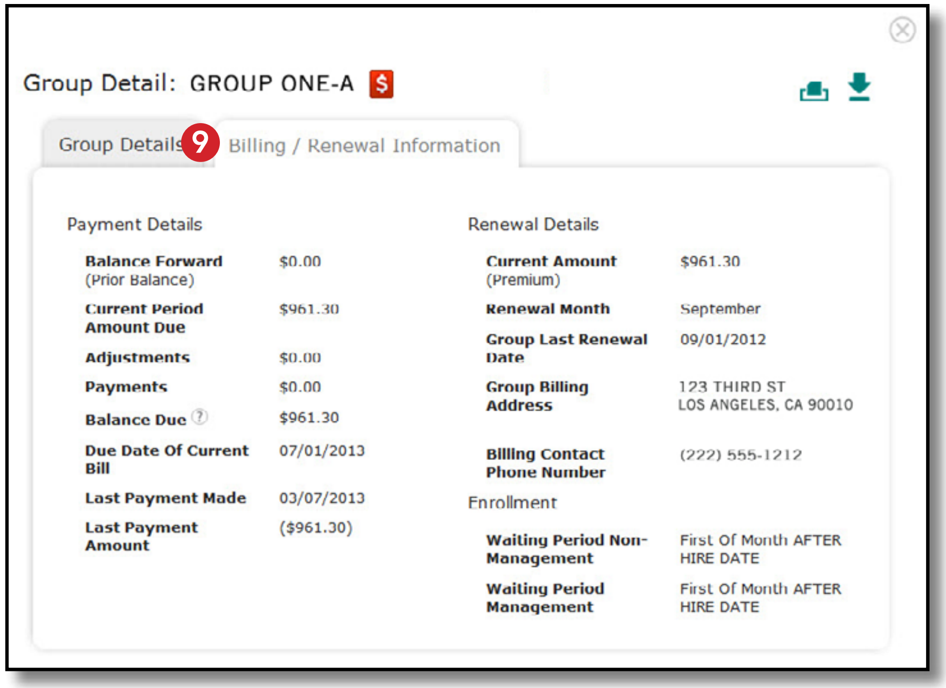
Click on *View Subscribers List* to see all of the group's subscribers. Then click on the subscriber's name to view their details, including their dependents.



Billing / Renewal Information tab

Click this tab to find payment information, including:

- Due date
- Amount due
- Balance due
- Last paid date
- Last payment made
- Current premium (shown at a group suffix level)
- Original effective date (OED)
- Waiting period



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Vicki Major,
Health Net
We create solutions that work for your business.

Don't *Wait.*

Call your Health Net representative today for more information about our Broker Book of Business tool available at www.healthnet.com. It's one more way Health Net continues to make doing business with us even easier!

Not registered?

Go to www.healthnet.com/broker and click on *Register* to set up your secure user account.

Once registered, start using the Broker Book of Business tool and all of the useful services available at www.healthnet.com.

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