Health Plan of Nevada
A UnitedHealthcare Company

Sierra Health and Life®
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Online Broker Center

User Guide

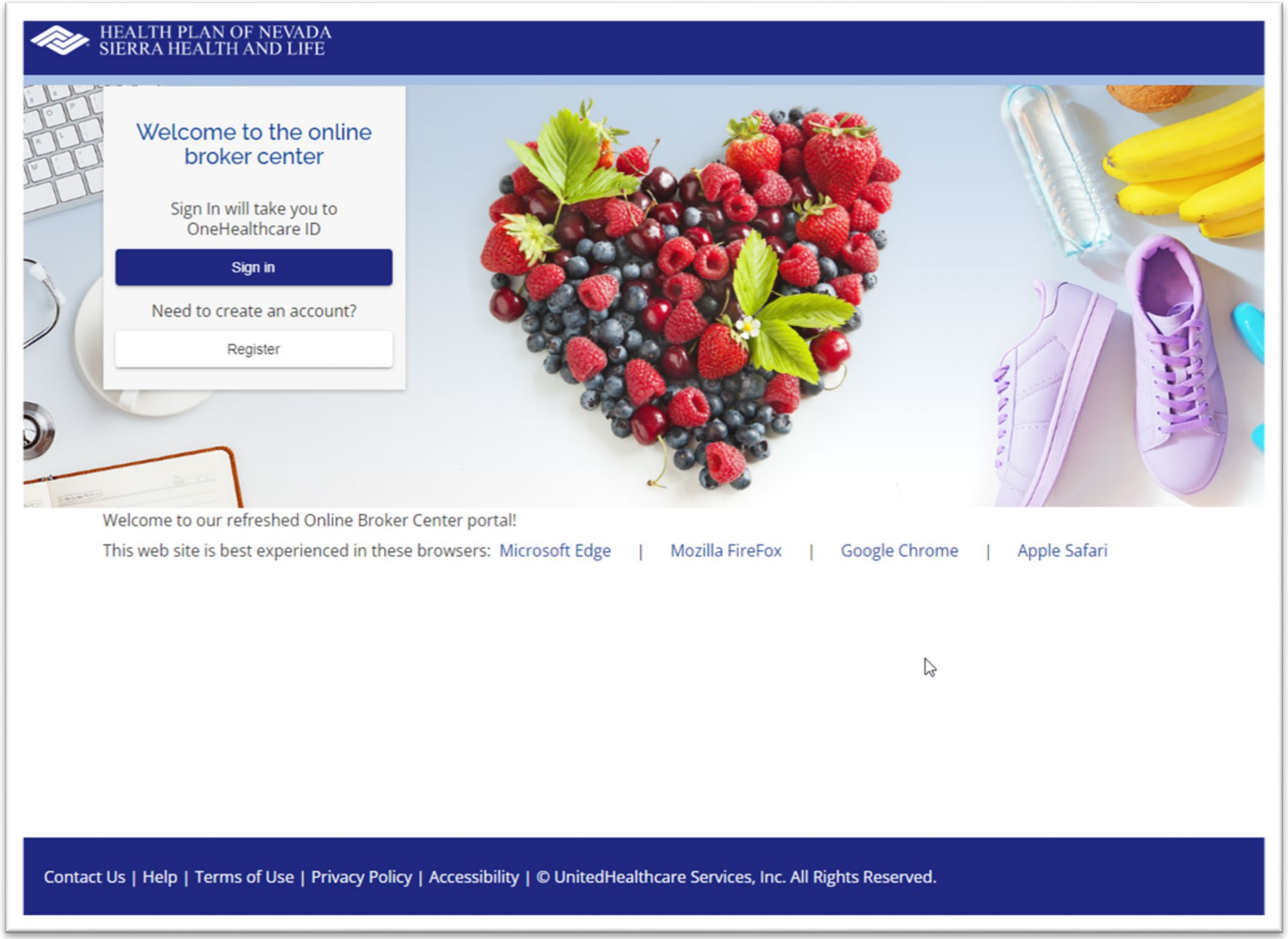
Online Broker Center (OBC)

Welcome to OBC!

Visit **Broker.HealthPlanofNevada.com** and sign in with your existing **OneHealthcare ID**. First time users will need to register for a **OneHealthcare ID** to create an OBC account.

For the best user experience, use **Microsoft Edge**, **Mozilla FireFox**, **Google Chrome** or **Apple Safari** as your browser.

We also recommend you bookmark Broker.HealthPlanofNevada.com for quick access.



User Roles

User roles determine the access level or permissions of an authorized person. As a broker, you're set up as an **administrator** or **non-administrator**.

- An **administrator** has access to all of the functions in the online broker center.
- A **non-administrator** has limited access in the online broker center and will not see invoices or commission statements.

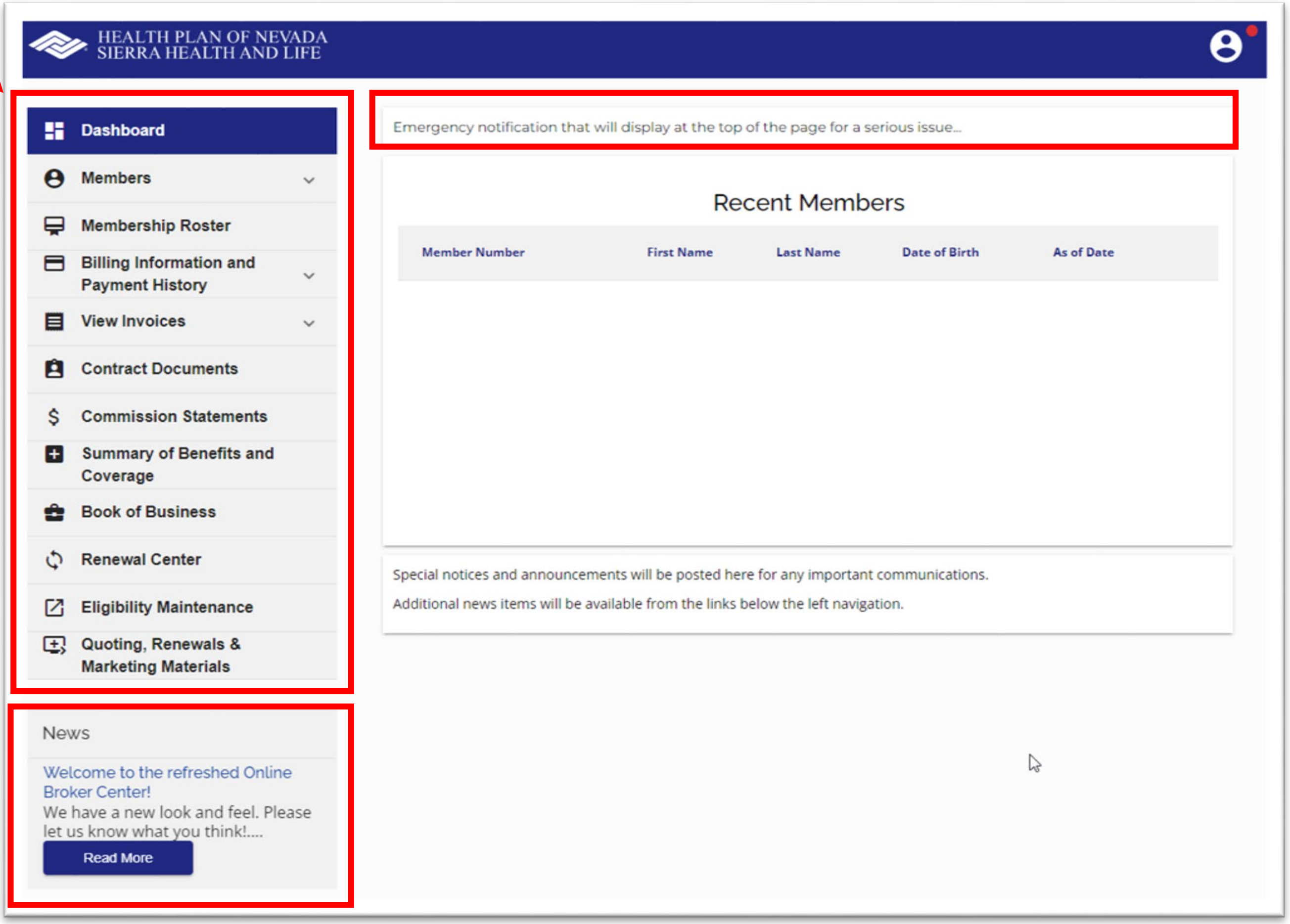
To request administrative access, please contact your HPN/SHL sales representative.

Dashboard

After you sign in, you'll see the **Dashboard** on the left side of your screen. This will serve as your starting point, where you can access all of the resources available to you. Remember, non-administrators will not see the **View Invoices** or **Commission Statements**.

If we post a priority alert or action item, it will be displayed at the top of the page.

We added a **News** section for important communications.



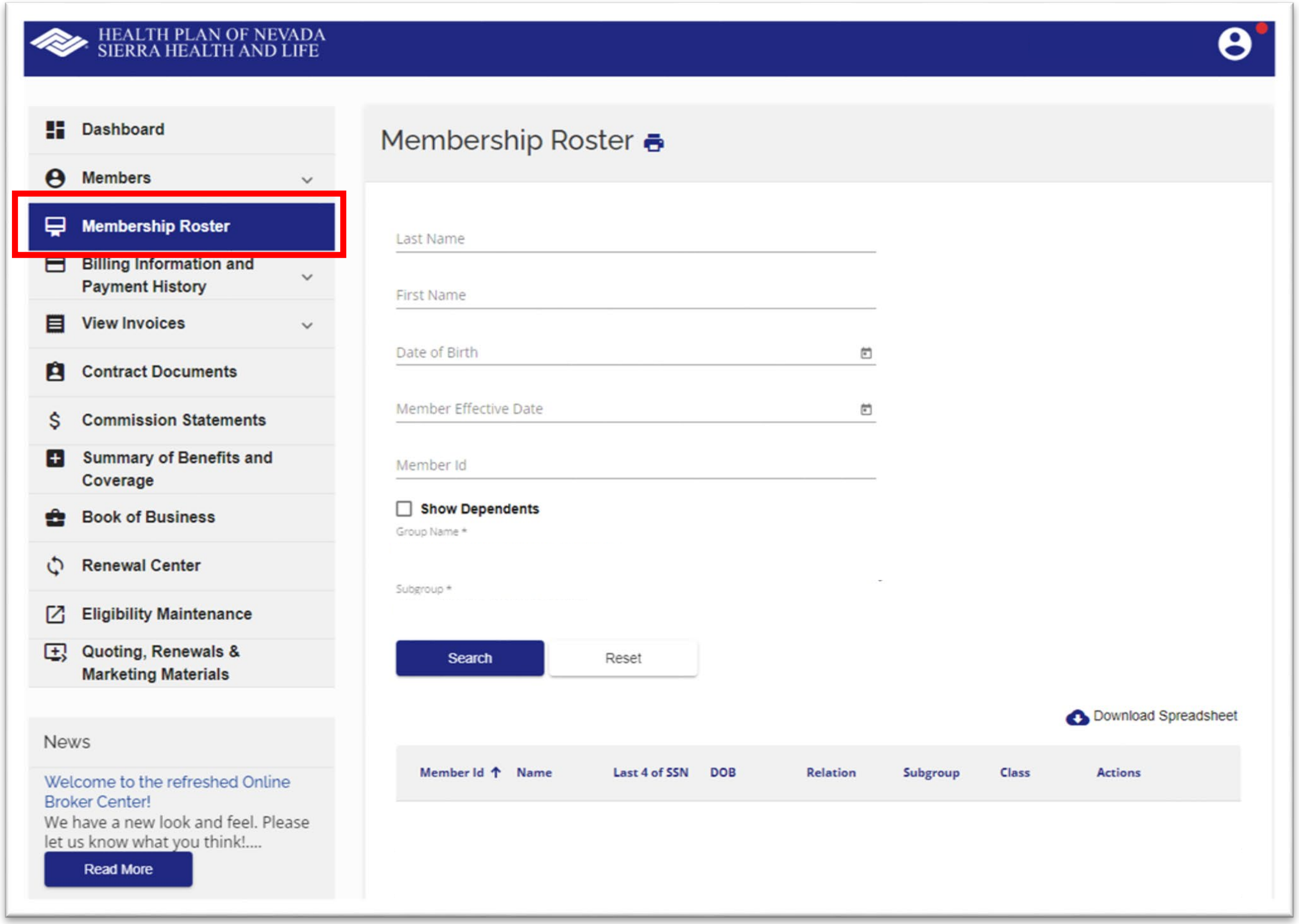
Membership Roster

Access your clients individually or collectively.

To look up a specific member, enter the **Member ID**. Select the **Group Name** and **Subgroup**. Then click **Search**.

To download your complete **Membership Roster**, select the **Group Name** and **Subgroup**. Then click **Search**.

To save and print a copy of your membership roster, select **Download Spreadsheet**. If you selected a specific member, only that member's information will display. If you left the member ID field blank, all members within the selected subgroup will display.



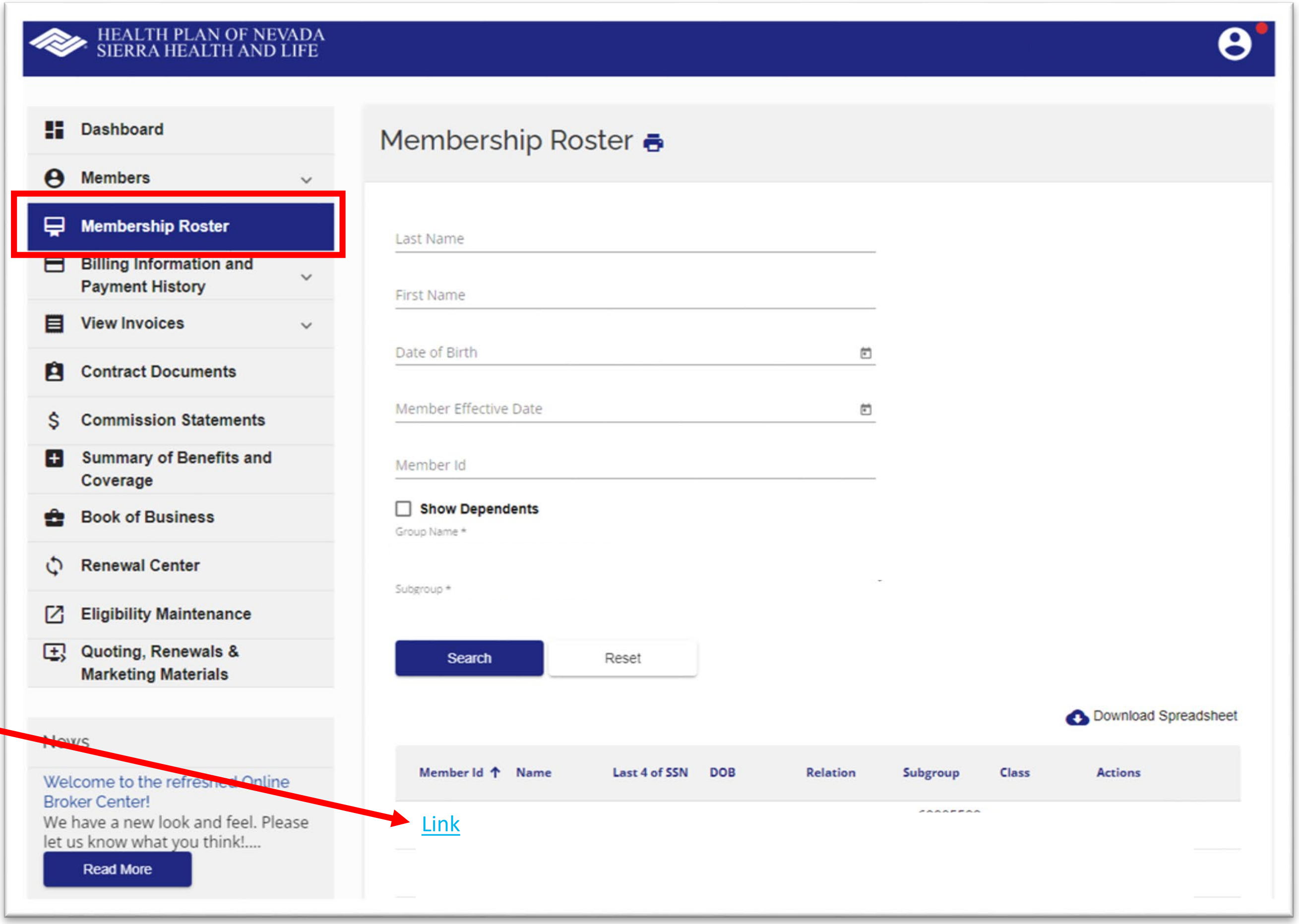
Membership Roster

To search for a **Subscriber**, enter the **9-digit member ID plus the suffix 00**.

To search for a **Dependent**, enter the **9-digit member ID plus the suffix 01, 02, etc**.

To display the **Subscriber** and all of their **Dependents**, only enter the **9-digit member ID (without the suffix)** or check the **Show Dependents** box.

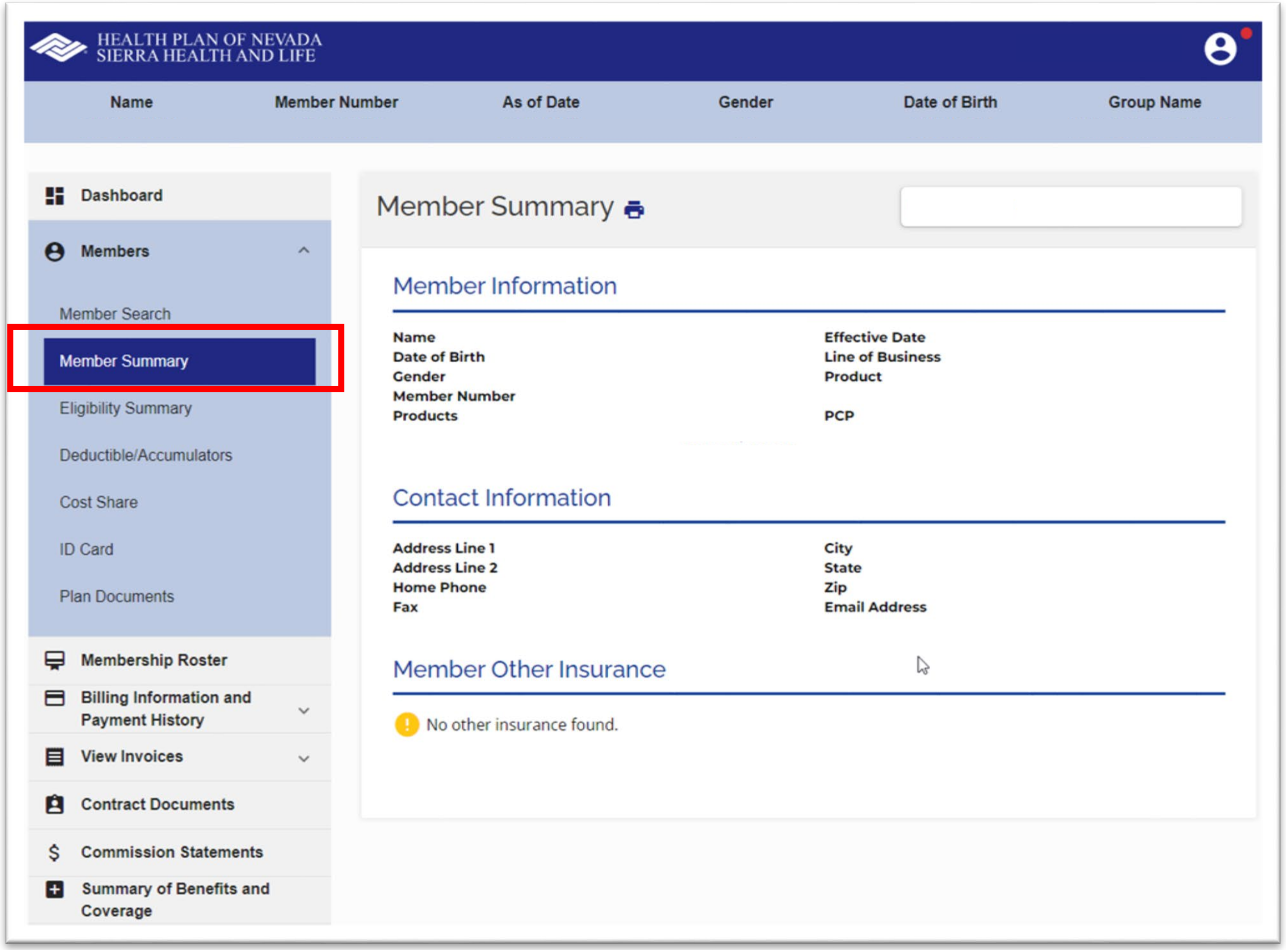
To view a specific member's plan information, click on their **Member ID**.



Member Summary

After you do a **Member Search**, the following tabs will appear:

- Member Summary
- Eligibility Summary
- Deductible/Accumulators
- Cost Share
- ID Card
- Plan Documents

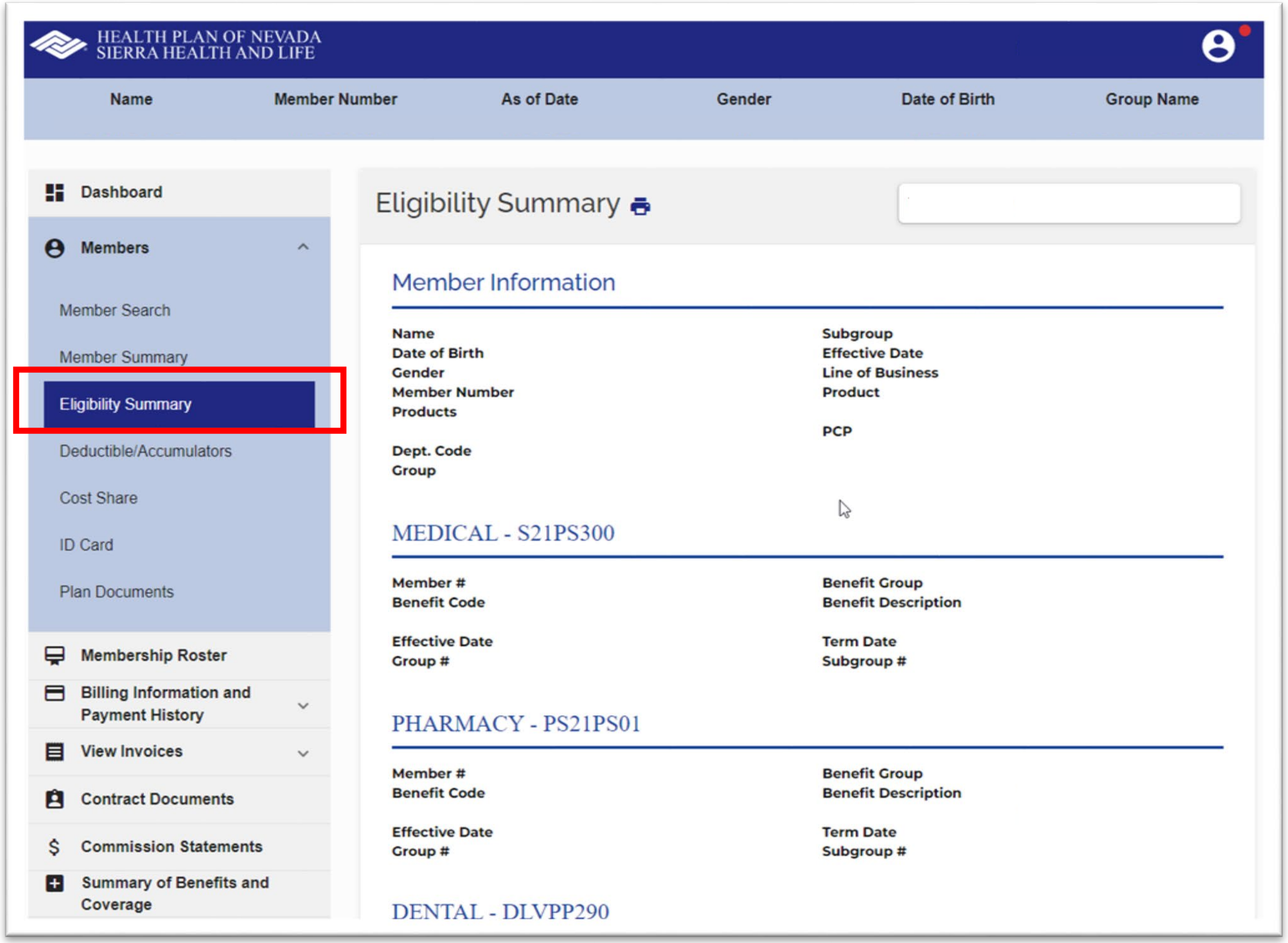


The **Member Summary** will display the member's information, coverage type and other insurance if applicable.

Eligibility Summary

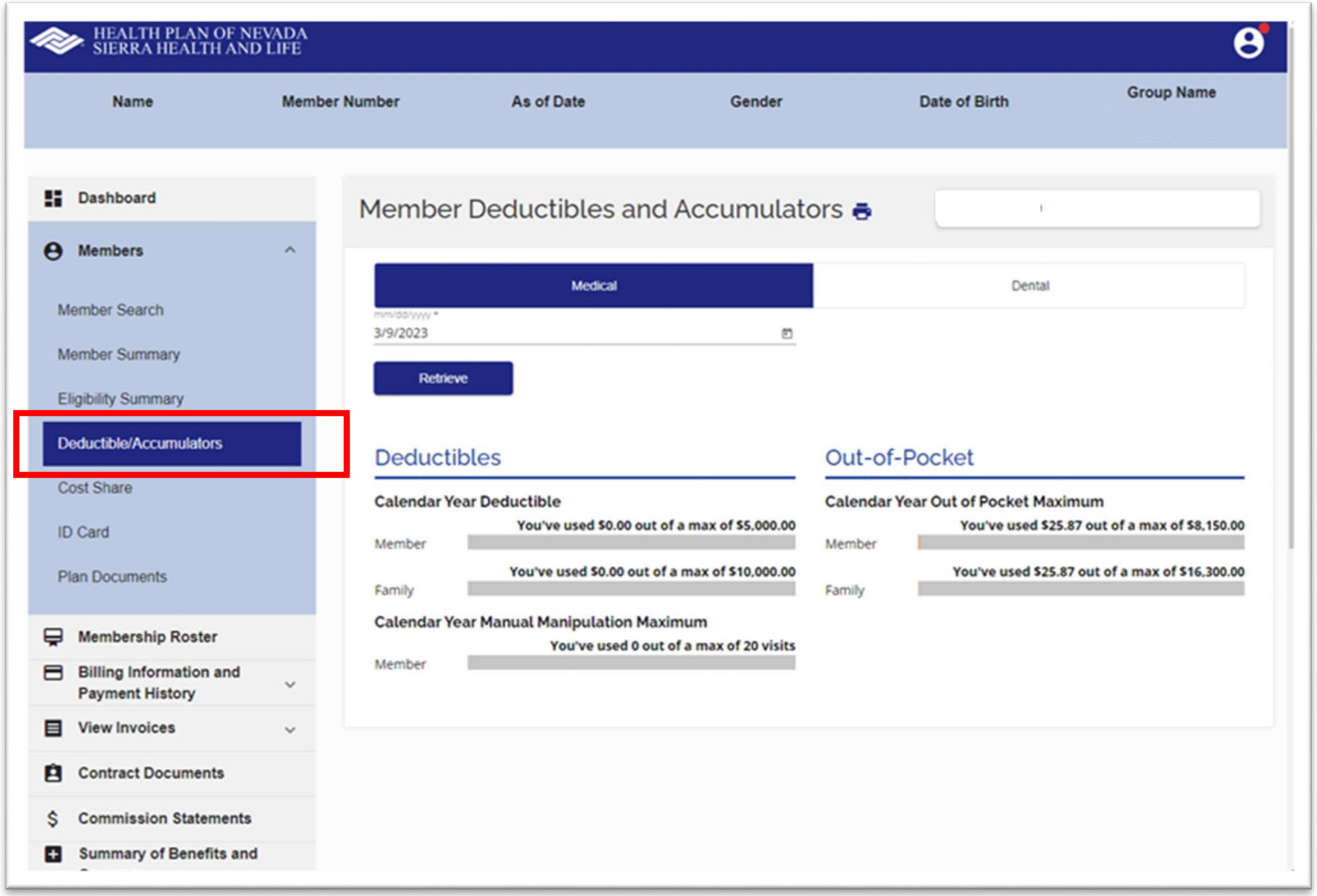
Search for a member under the **Membership Roster** tab. Once the member's information appears, select **Eligibility Summary**.

This will populate the member's eligibility summary at the time of service and accountable to the terms and conditions in their Evidence of Coverage. Limitations and maximums may apply.



Deductible/Accumulators

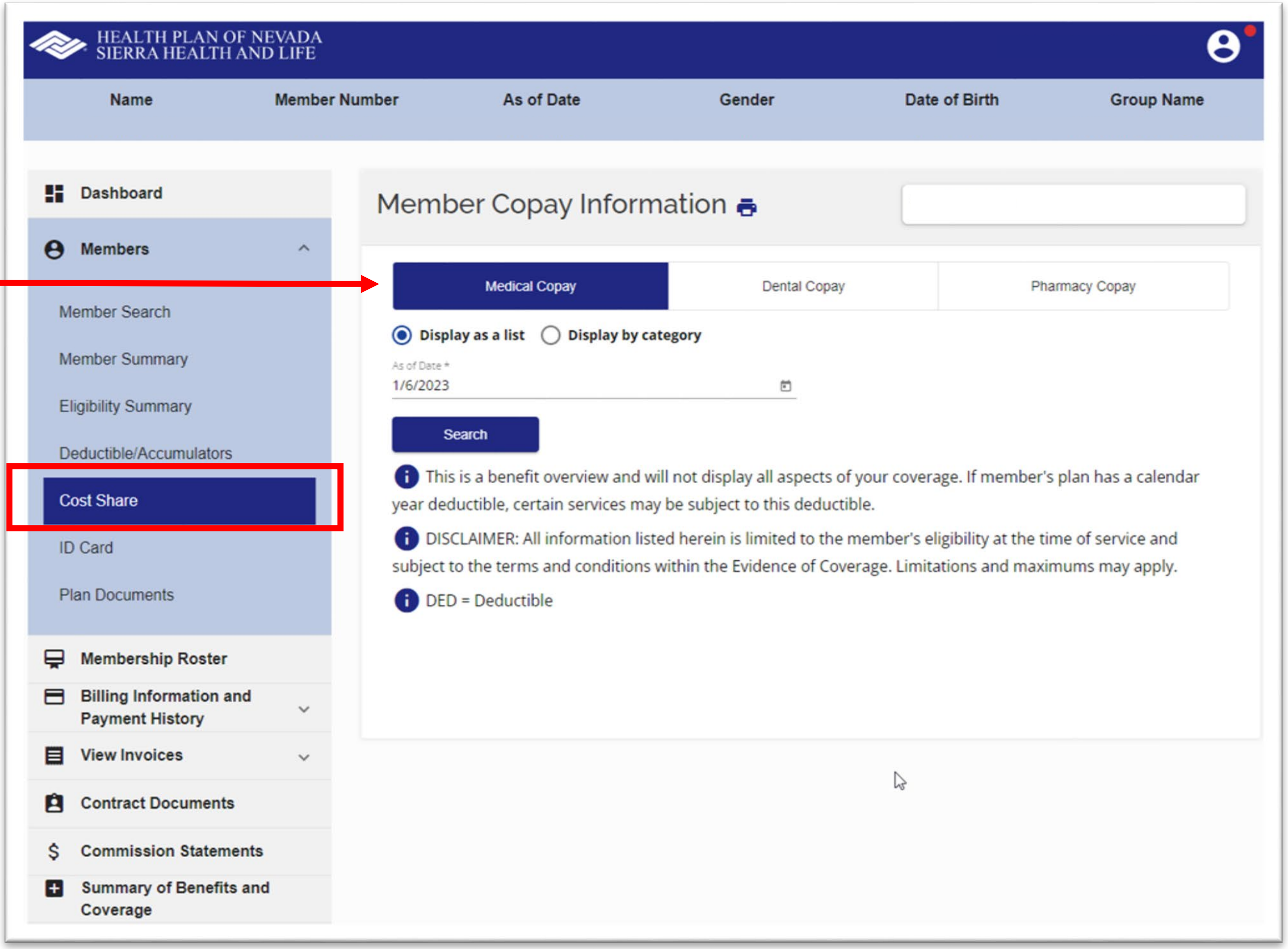
Search for a member under the **Membership Roster** tab. Once the member's information appears, select the **Deductible/Accumulators** tab. This will populate their calendar year deductible, manual manipulation maximum and out-of-pocket maximum.



Cost Share

Search for a member under the **Membership Roster** tab. Once the member's information appears, select **Cost Share**. This will populate their **Medical**, **Dental** and **Pharmacy Copay** information.*

Under the **Pharmacy Copay** tab, depending on the date you enter, the member's copay for preferred generic, preferred brand, and non-preferred medications will display.

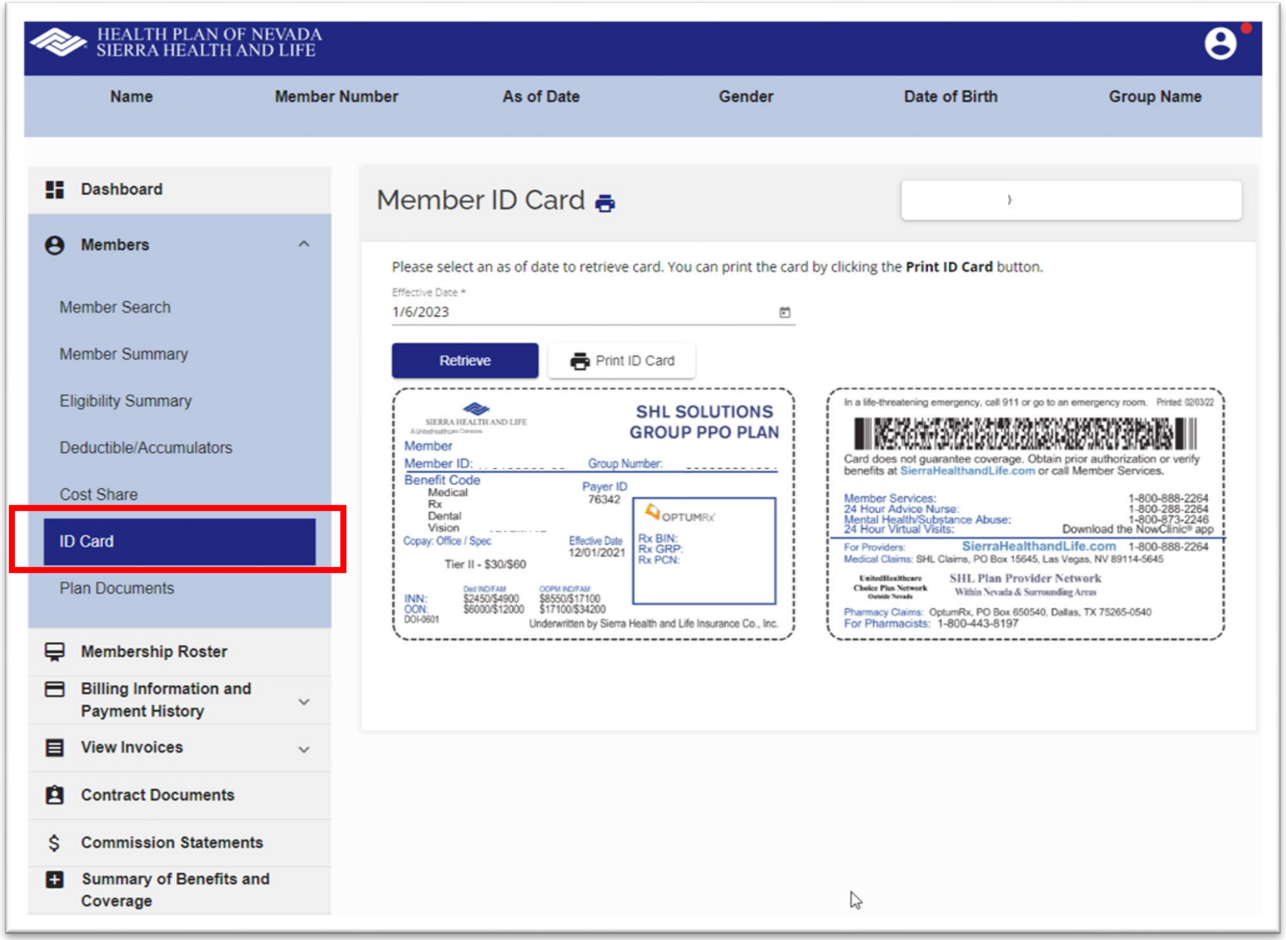


*This is a benefit overview and will not display all aspects of coverage.

ID Card

Search for a member under the **Membership Roster** tab. Once the member's information appears, select **ID Card** to view, print and/or a member's health plan ID card.

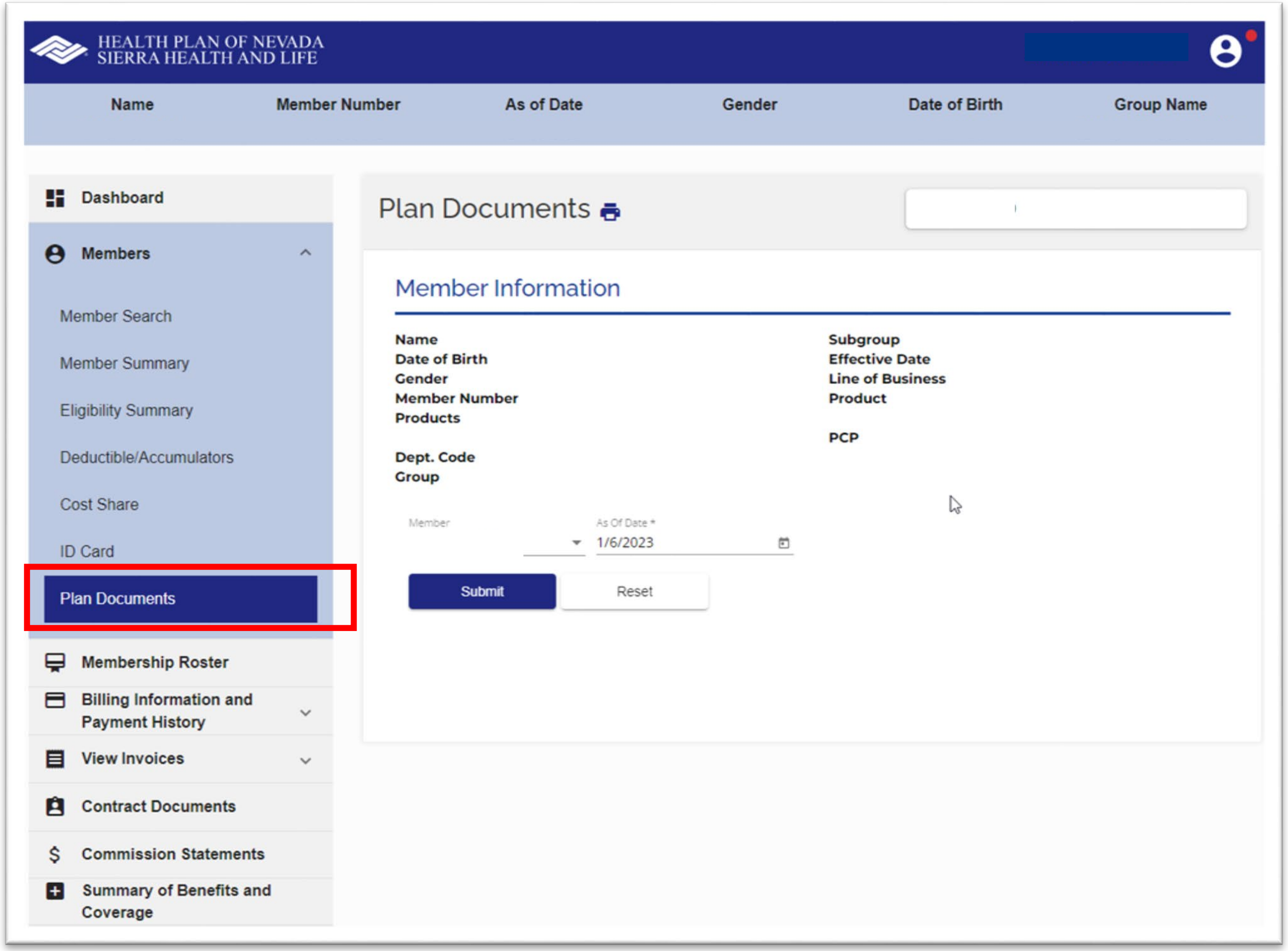
Enter the **Date** and click **Retrieve**. The member's health plan ID card will appear. Select **Print ID Card** to send to your printer or save as a PDF file.



Plan Documents

Search for a member or group under the **Membership Roster** tab. Once their information appears, select **Plan Documents**. Enter the **Date** of the document you are looking for and click **Submit**. Then save or print the document.

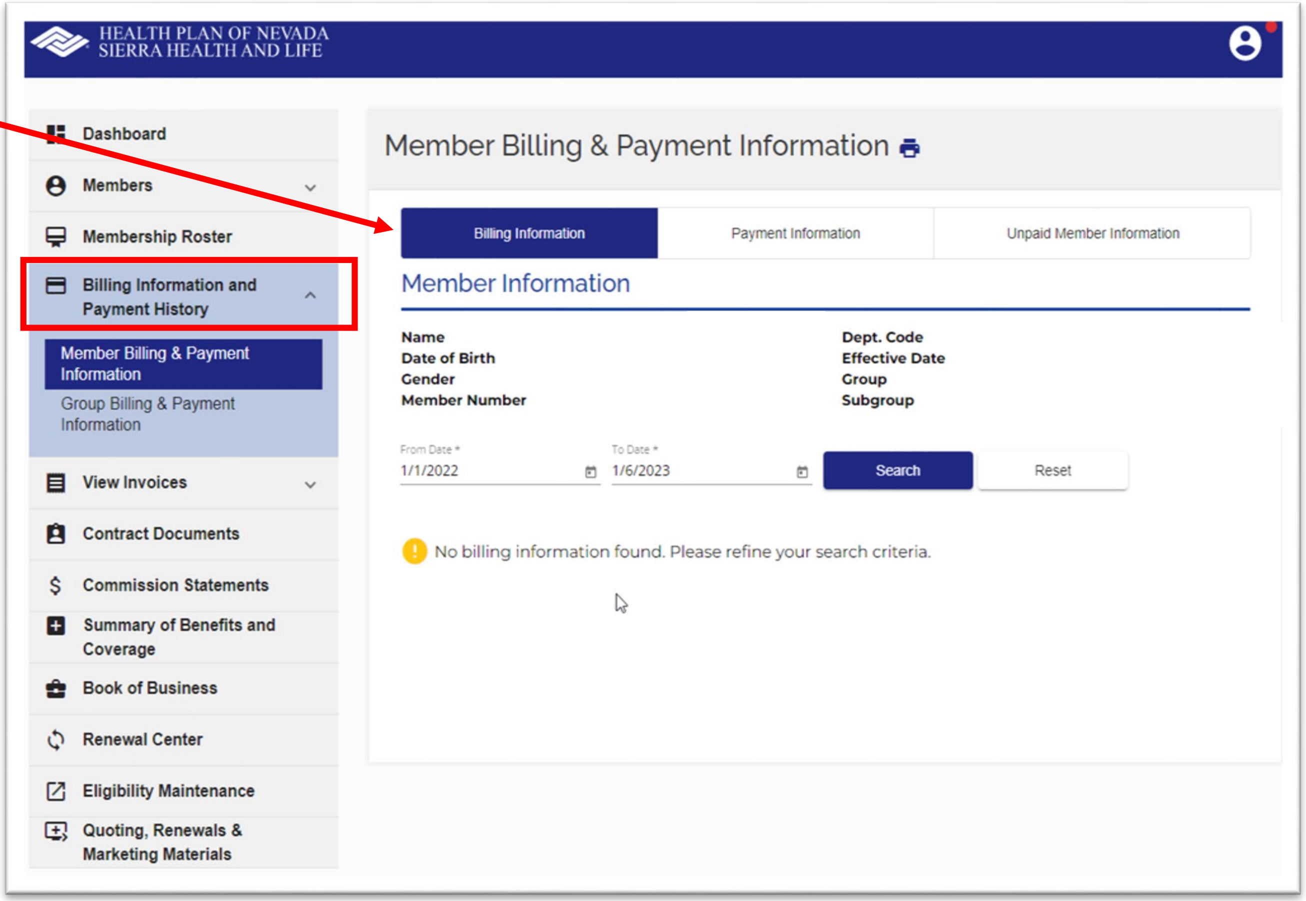
This will populate the member's eligibility at the time of service and accountable to the terms and conditions in their Evidence of Coverage. Limitations and maximums may apply. The effective date of coverage is determined by the specific plan.



Billing & Payment Information

Access member or group billing information, payment history and unpaid invoices. Under the **Billing Information and Payment History** tab, select one of the following options:

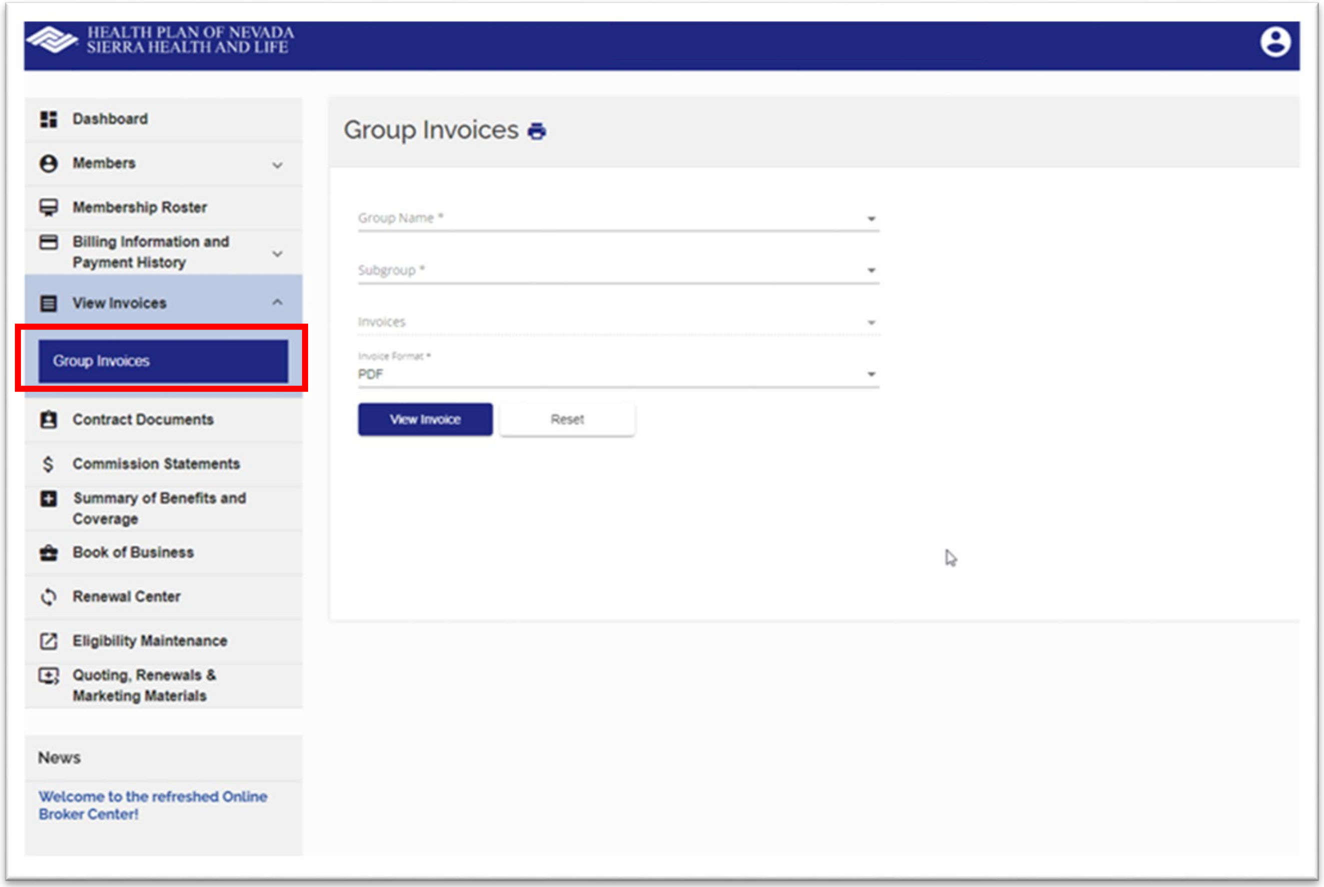
- Select **Member Billing & Payment Information** and enter the date range. Then click **Search**.
- Select **Group Billing & Payment Information** and enter the date range. Then click **Search**.



View Invoices

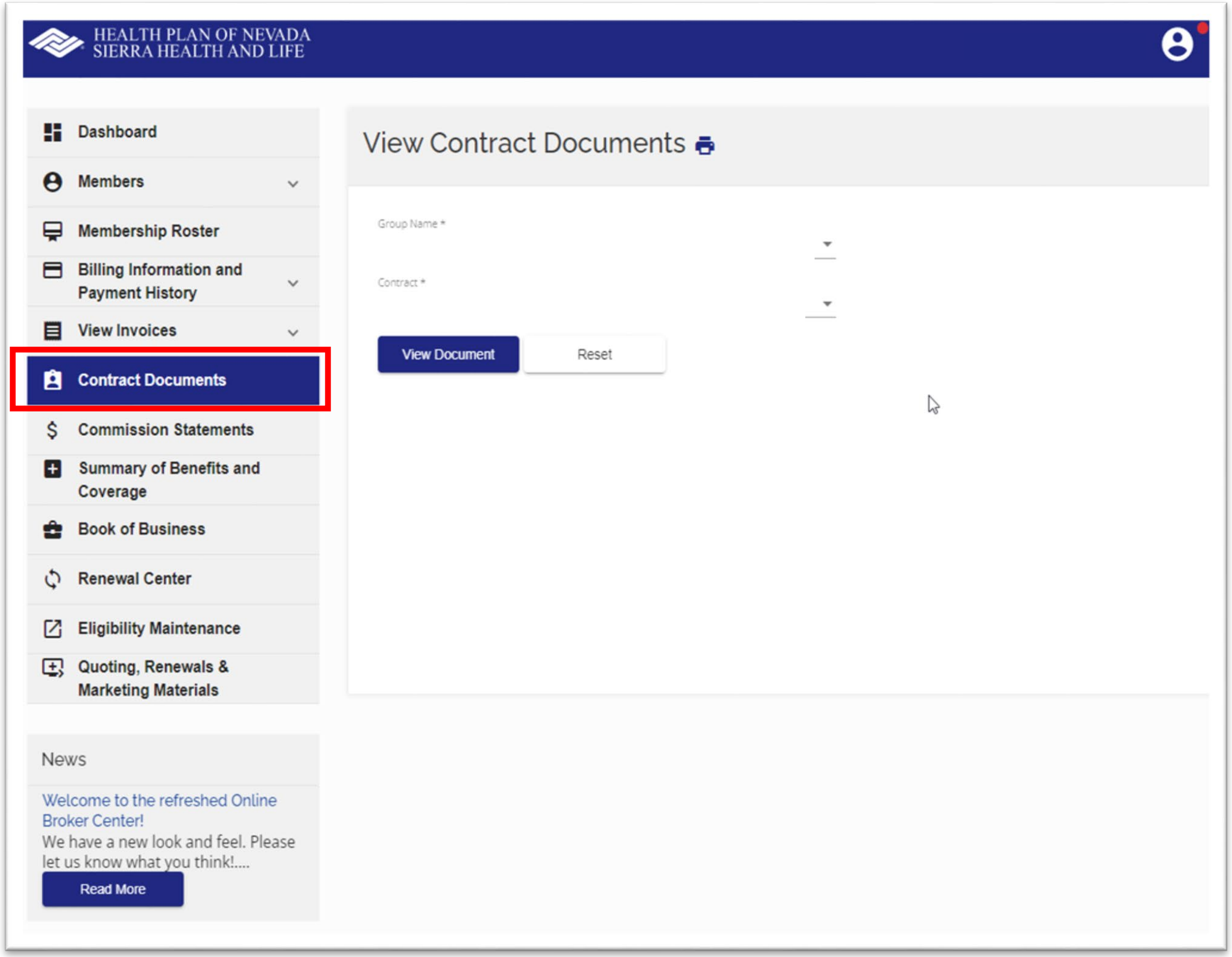
View group invoices. Remember, only administrators have permission to view invoices.

Under the **View Invoices** tab, select **Group Invoices**. Then select the required information from the dropdown menus, including date of invoice and file format. Click **View Invoice**. You can save and print an invoice as a PDF or CSV (Excel) file.



Contract Documents

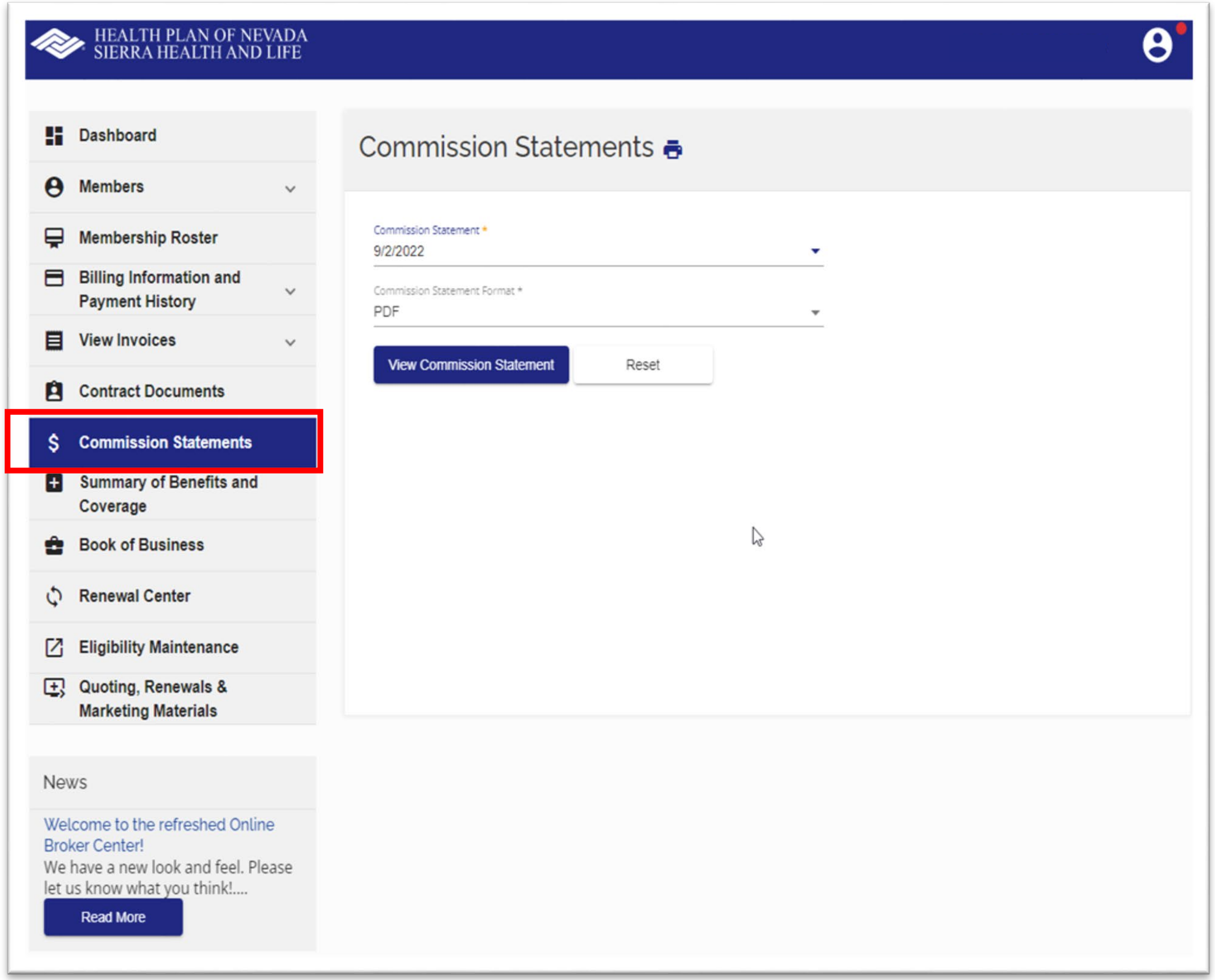
Select the **Contract Documents** tab from the **Dashboard**. Select the **Group Name** and **Contract**. Then click **View Document** to display the PDF.



Commission Statements

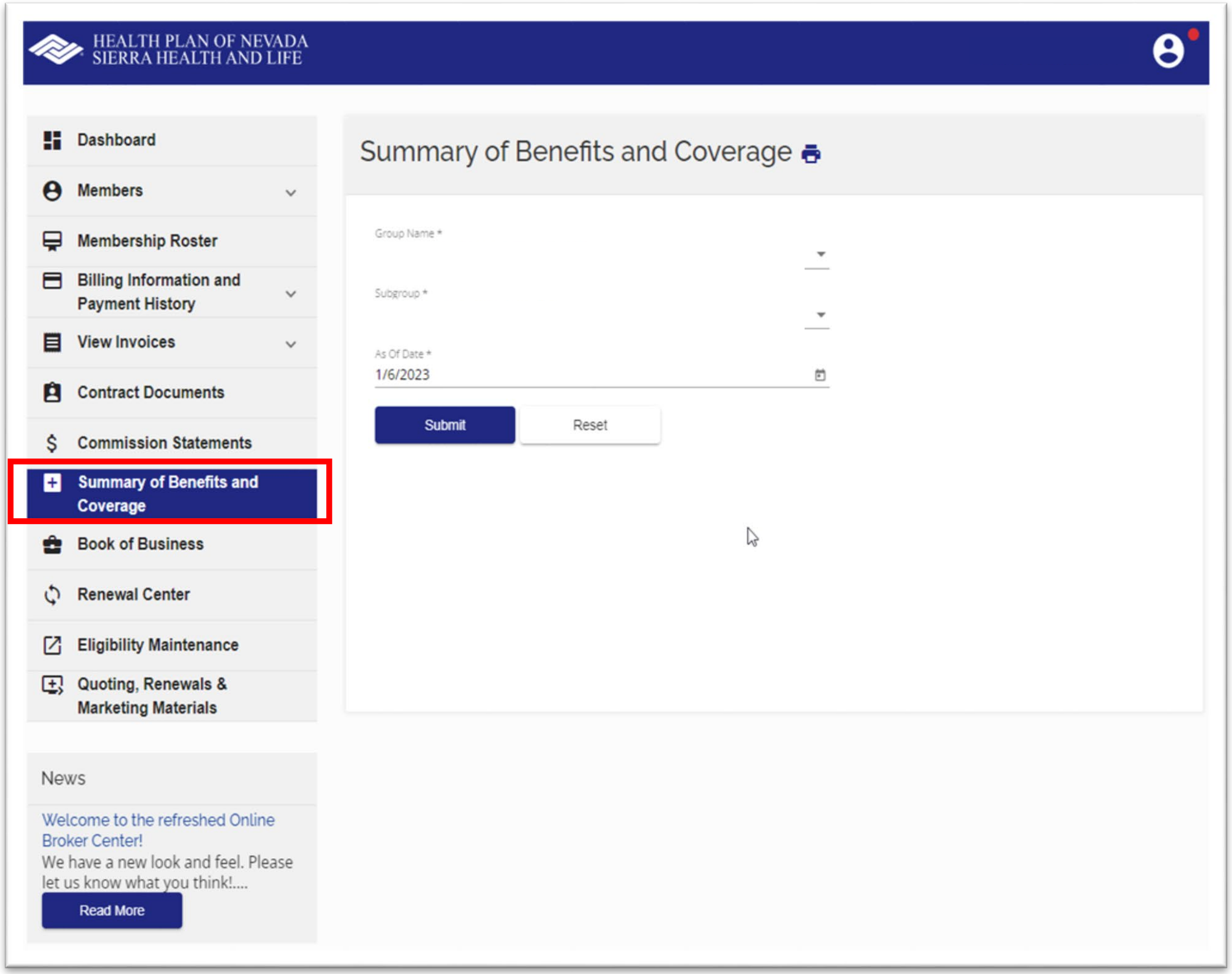
Select the **Commission Statements** tab from the **Dashboard**. Remember, this option is only available to administrators.

Select the date of the statement and file format. Then click **View Commission Statement** to display the statement. You can print and save a statement as a PDF or CSV (Excel) file.



Summary of Benefits & Coverage

Select **Summary of Benefits and Coverage** (commonly known as SBC) from the **Dashboard**. Enter the **Group Name** and **Subgroup**. Then enter the **Date** and click **Submit**.

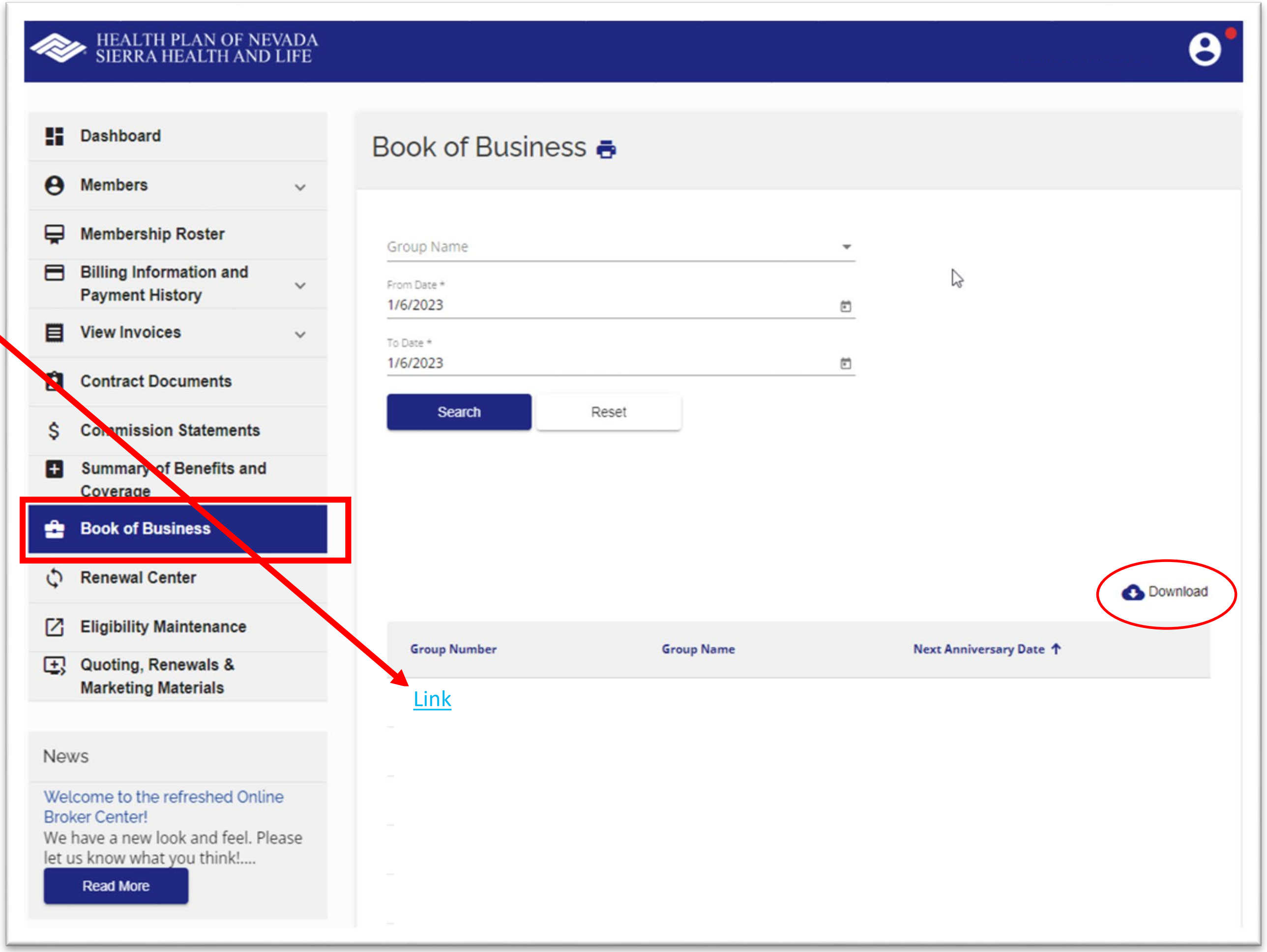


Book of Business

Select **Book of Business** from the **Dashboard**. A grid displaying the groups you manage with their anniversary dates will appear. Click the **Group Number** to display the **Subgroup** information.

Click **Download** to print and save as a PDF or CSV (Excel) file.

To view a specific group, enter **Group Name** and **Date** range. Then click **Search**.

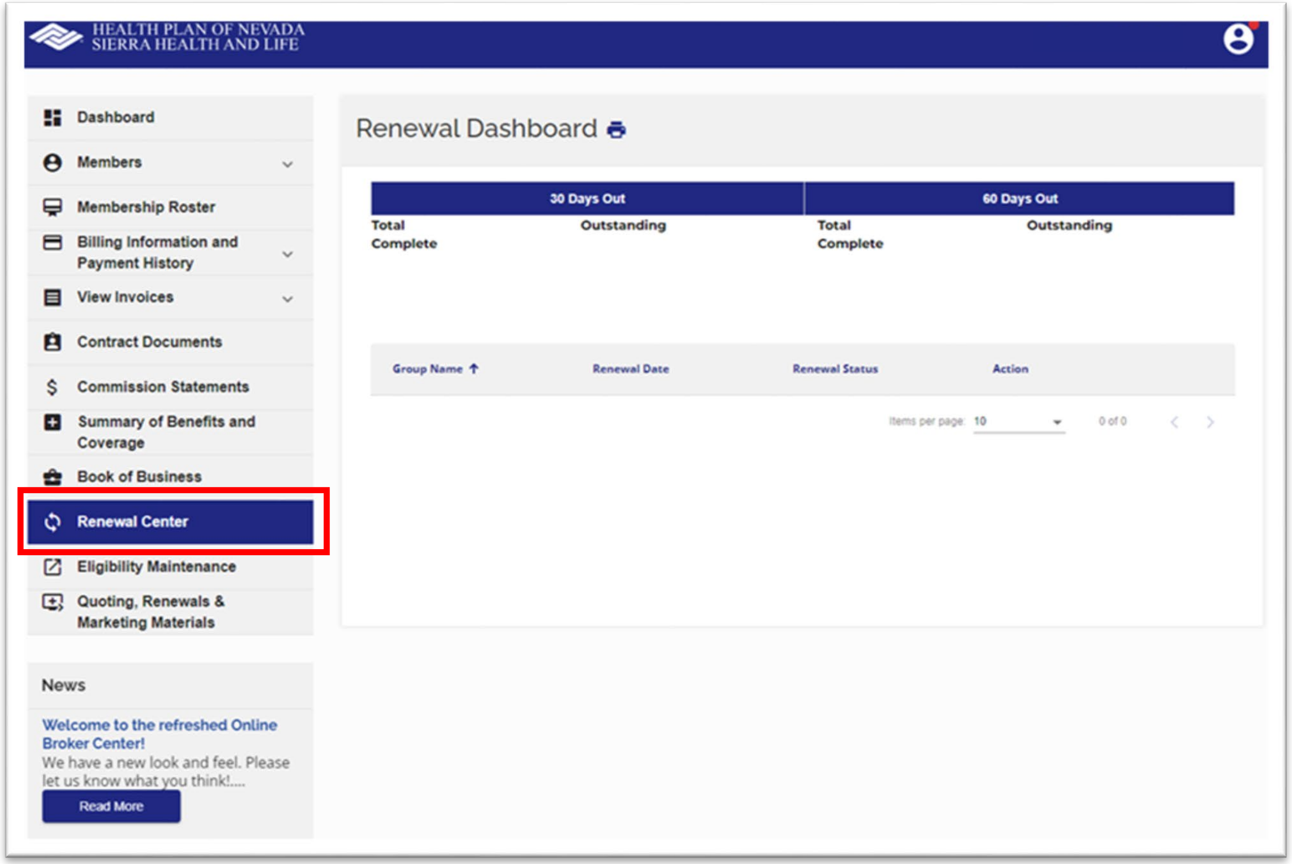


Renewal Center

The **Renewal Center** is only for small groups 2-50, adjusted community rate (ACR) and association health plans (AHP).

You can renew plans **as is** or **make plan changes** on behalf of your clients.

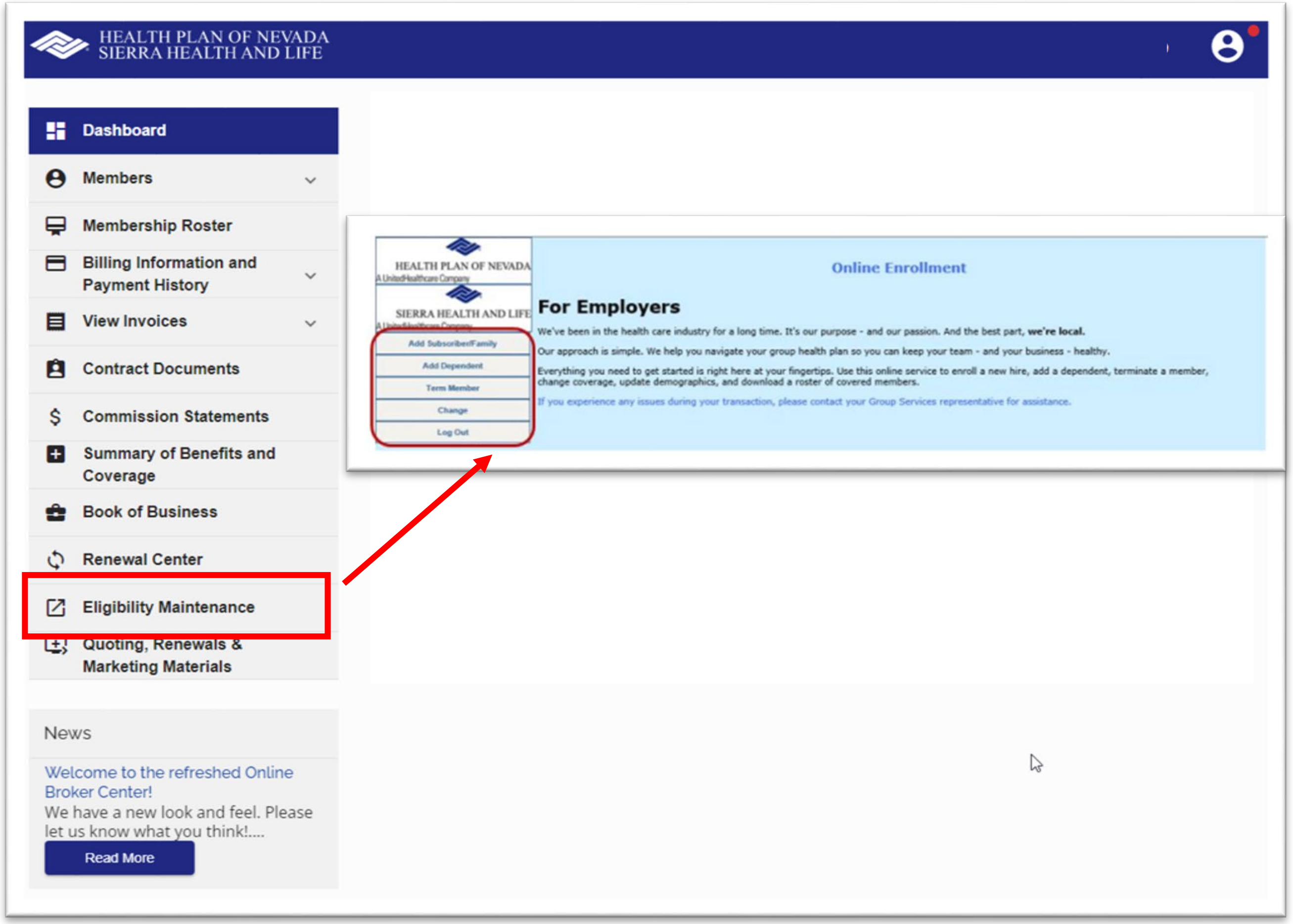
- Click **Renew** to view current, proposed alternate plans and renew.
- Click **View Confirmation** to check renewal status.



Eligibility Maintenance

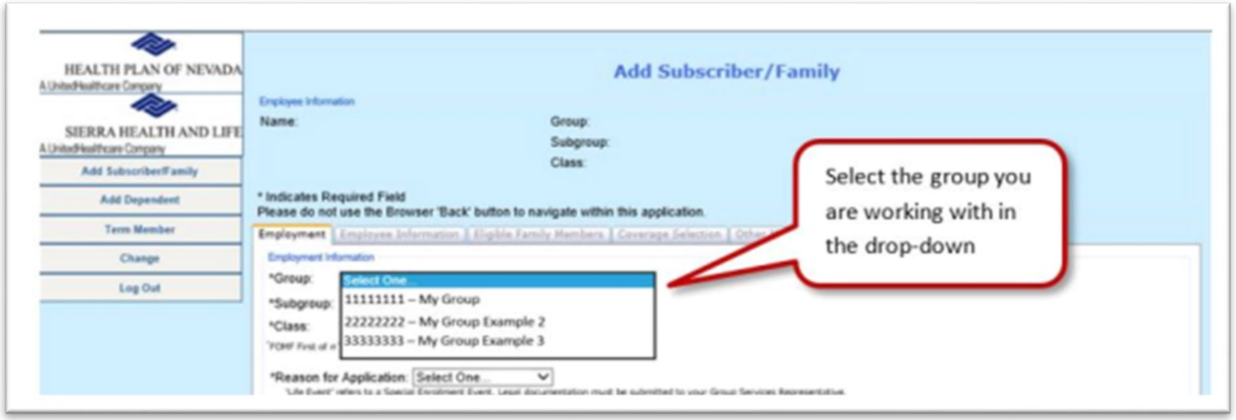
If you select **Eligibility Maintenance** from the **Dashboard**, it will open a new window. The OEM portal hasn't changed yet. It's still the same experience. A rewrite is in progress, and a future update will align with the look and feel of the broker portal.

Eligibility Maintenance will only appear if a group has given you **online employee maintenance (OEM)** access. You can go between any groups you have access to and process new adds, terminations and demographic changes.

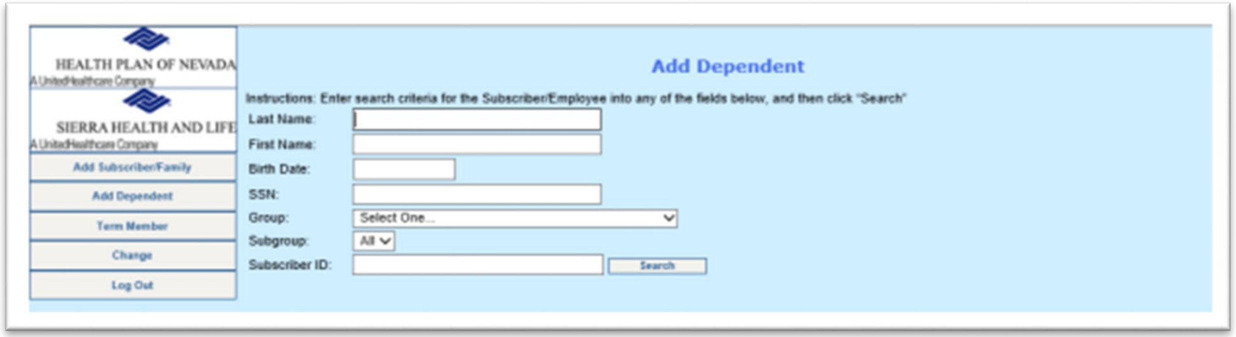


Eligibility Maintenance

Add Subscriber/Family. Select the **Group** from the dropdown list and enter the required information. Make sure all the required fields marked with an asterisk (*) are filled out. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**.

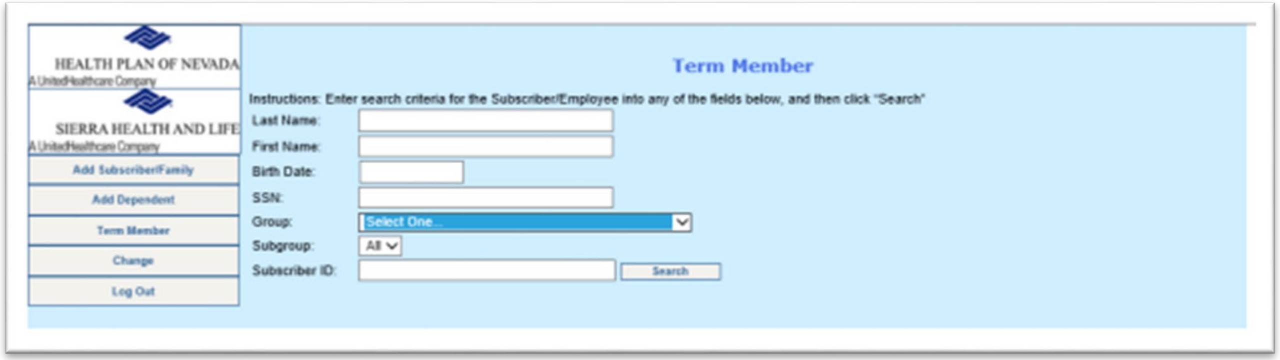


Add Dependent. Select the **Group** from the dropdown list. Search for the employee you are adding the dependent to and enter the required information. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**.



Eligibility Maintenance

Term Member. Select the **Group** from the dropdown list. Then complete a search to locate the member (dependent or subscriber). Enter the **Termination Date** and choose the **Termination Reason** from the dropdown menu. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**.



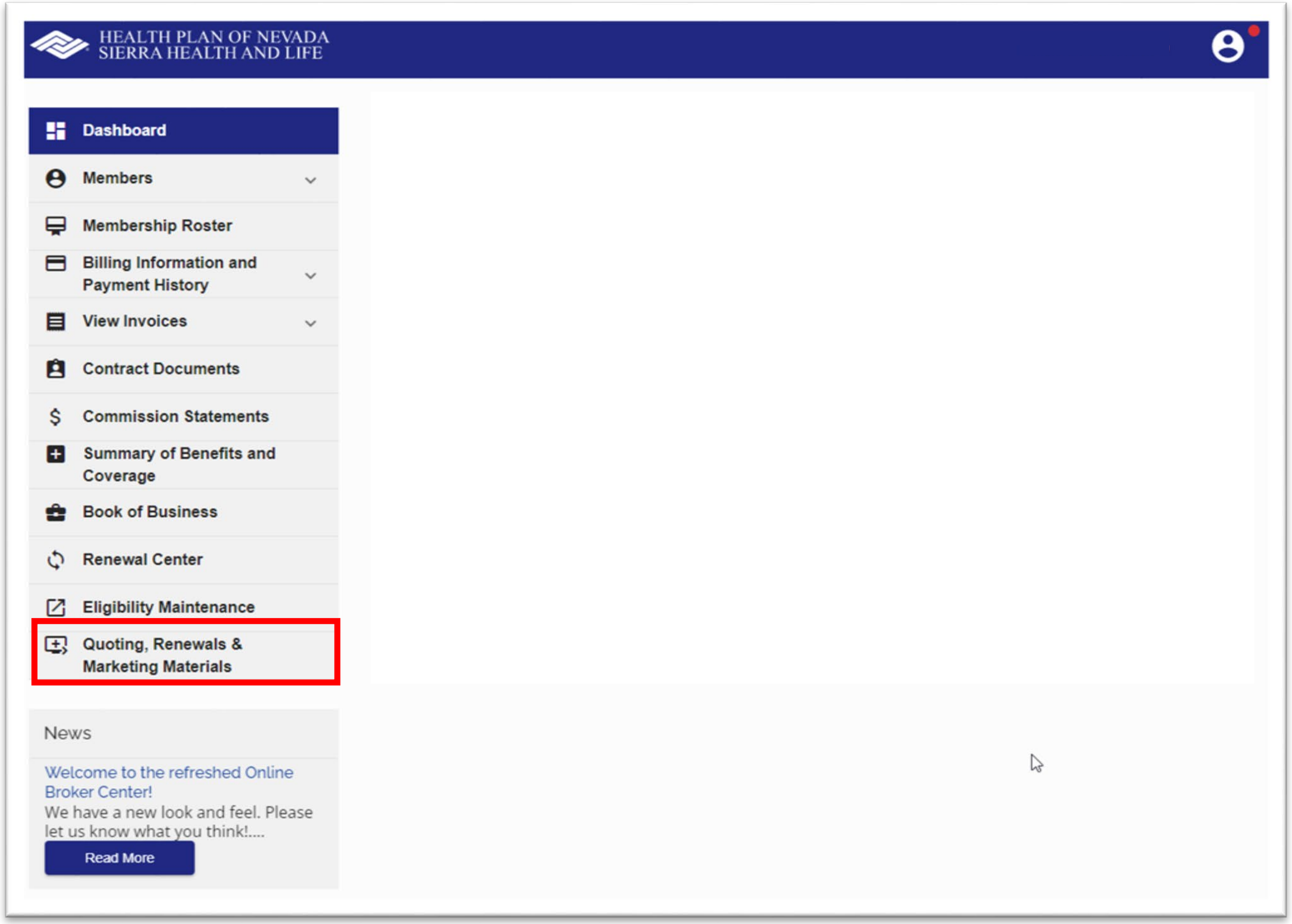
Change Information. Select the **Group** from the dropdown list. Then edit the **Subgroup, Class**, **Employee Demographic**, **Dependent Demographic** and/or **Coverage Selection** information as needed. When each page is complete, click **Next** to continue. On the final page, select **Submit Changes**. Class changes are only available during open enrollment.

Quoting, Renewals and Marketing Materials

You'll still access **Quoting, Renewals** and **Marketing Materials** in the broker portal. Click on this tab and it will open a new window.

In the broker portal, you can:

- Enroll new off exchange individual and family plans on behalf of your clients.
- Get a quote, download renewal proposals and enroll new small groups, adjusted community rate (ACR) and association health plans (AHP).
- You can also renew individual and family plans during open enrollment.
- Access most frequently requested HPN and SHL marketing materials.



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Thank you!

If you have questions, please contact your HPN/SHL sales representative.