

CALIFORNIA & NEVADA ACCOUNT MANAGEMENT GUIDE

Word&Brown.

ACCOUNT MANAGEMENT GUIDE

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Carrier Administrative Guides

The carrier administrative guide is a great resource for brokers and groups to reference for the most common administrative questions including carrier portal access, contact information, enrollment, billing and continuation of coverage.

Carrier	Small Group Carrier Administrative Guide
Aetna	Aetna Administrative Guide
Anthem Blue Cross	Anthem Administrative Guide
Blue Shield of California	Blue Shield Administrative Guide
CaliforniaChoice	CaliforniaChoice Administrative Guide
ChoiceBuilder	ChoiceBuilder Administrative Guide
CalCPA	CalCPA Administrative Guide
Health Net	Health Net Administrative Guide
Humana	Humana Administrative Guide
Kaiser Permanente	Kaiser Administrative Guide
Liberty Dental Plan	Liberty Dental Administrative Guide
Oscar	Oscar Administrative Guide
Sharp	Sharp Administrative Guide
UnitedHealthcare	UnitedHealthcare Administrative Guide

Requesting Invoices

An invoice can be requested from the carrier in the below ways:

- Employer Portal (if available based on carrier)
 - See Carrier Administrative Guide chart for additional information on how employer can gain access to the carrier's portal
- Call carrier to request invoice be emailed
- Email carrier to request invoice be emailed

Carrier	Carrier Portal	Phone	Email
Aetna	Aetna Portal	800-343-6101, Option 6	WestAAT@aetna.com
Anthem Blue Cross	Anthem Portal	855-854-1429	small.group@anthem.com
Blue Shield of California	Blue Shield Portal	800-325-5166	smallgroupbilling@blueshieldca.com
CaliforniaChoice	CaliforniaChoice Portal	800-558-8003	customerservice@calchoice.com
CalCPA	CalCPA Portal	877-480-7923	calcpahealth@fnrm.com
Cigna	Cigna Portal	800-753-9150	
Chinese Community Health Plan	CCHP Portal	415-955-8800	memberservices@cchphealthplan.com
Health Net	Health Net Portal	800-224-8808, Option 2	HN Account Services@Healthnet.com
Kaiser Permanente	Kaiser Portal	800-790-4661, Option 1, Option 2	csc-sd-sba@kp.org
Medi-Excel		619-421-1659 Option 5	sales@mediexcel.com
Oscar	Oscar Portal	855-672-2788, Option 2, Option 2	
Prominence Health Plan	Prominence Portal	775-770-9345	PHP-PremiumBilling@uhsinc.com
Sharp	Sharp Portal	858-499-8023, Option 4	
Sutter Health Plus	SHP Portal	855-325-5200, Option 1	shpbilling@sutterhealth.org
UnitedHealthcare	UHC Portal	800-591-9911, Option 1, Option 2	clientserviceoperations@uhc.com
Western Health	WHA Portal	916-563-2206, Option 3	premiumbilling@westernhealth.com

Add/Terms/Member Level Changes

An add/term/member level change can be processed the below ways:

- Carrier Portal (if available based on carrier)
 - o See Carrier Administrative Guide chart for additional information on how employer can gain access to the carriers portal
- Email form and request to the carrier for processing
- Call the carrier to check on any updates or confirm processed

Carrier	Carrier Portal	Phone	Email
Aetna	Aetna Portal	800-343-6101	enrollmentsgw@aetna.com
Ameritas			Group_assistants@ameritas.com
Anthem Blue Cross	Anthem Portal	855-854-1429	small.group@anthem.com
Best Life			changes@bestlife.com
Blue Shield of California	Blue Shield Portal	800-325-5166	small.group@blueshieldca.com
CaliforniaChoice	CaliforniaChoice Portal	800-558-8003	customerservice@calchoice.com
CalCPA	CalCPA Portal	877-480-7923	calcpahealth@fnrm.com
California Dental		949-830-1655	membership@caldental.net
Cigna	Cigna Portal	800-753-9150	Cigna Account Executive
Chinese Community Health Plan	CCHP Portal	888-775-7888	sales@cchphealthplan.com
ChoiceBuilder		866-412-9279	customerservice@choicebuilder.com
Companion Life			compaionenrollment@companionlife.net
Delta Dental			cs@alliedadministrators.com
Guardian	Guardian Portal		cru@glic.com
Health Net	Health Net Portal	800-224-8808, Option 3	Enrollmentunite_north@healthnet.com
Humana	Humana Portal		Submit as a secure message on the Humana Portal
Kaiser Permanente	Kaiser Portal	800-790-4661, Option 1	csc-sd-sba@kp.org
Medi-Excel		619-421-1659	applications@mediexcel.com
MetLife	MetLife Portal		ask4met@metlifeservice.com
Oscar	Oscar Portal	855-672-2788	
Principal	Principal Portal		groupbenefitsadmin@principal.com
Prominence Health Plan (NV)	Prominence Portal	888-840-9080	PHP-PremiumBilling@uhsinc.com
Reliance Standard			Customer.service@rsli.com
Security Life			adminserv@employeebenefit-service.com
Sharp	Sharp Portal	800-359-2002, Option 4	SHPEnrollmentGeneralMail@Sharp.com
SmileSaver			Safeguard_inquires@metlifeservice.com
Sutter Health Plus	SHP Portal	855-325-5200	shpbilling@sutterhealth.org
UnitedHealthcare	UHC Portal	800-591-9911	clientserviceoperations@uhc.com
Unum	Unum Portal		
Vision Plan of America			info@visionplanofamerica.com
VSP	VSP Portal		Vspwestern@vsp.com
Western Health		916-563-2206	eligibility@westernhealth.com

Renewal

Renewals can be processed using the following methods:



Phone Support	Email	Due Date	Renewal Portal	Renewal Billing & Enrollment Issues
800-343-6101, option 4	NationalSSCSmallGroup@aetna.com	10th of the Month prior to Renewal. Aetna will not accept renewal changes <u>after</u> the renewal date.	Producer World Registration Services: Access renewals, view plan enrollment, submit group changes and obtain plan benefits	Email: WestAAT@aetna.com Phone: 800-343-6101 option 6
Notes <ul style="list-style-type: none"> Any time there are multiple plan changes, a roster or member movement spreadsheet is required for all lines of coverage (Medical & Ancillary). To add additional lines of coverage to your Open Enrollment Renewal, please reach out to your Aetna Account Client Manager. 				



Phone Support	Email	Due Date	Renewal Portal	Renewal Billing & Enrollment Issues
800-678-4466	small.group@anthem.com	Renewal changes may be submitted during renewal month	Producer Toolbox Services: Pull renewals, view enrollment	Email: small.group@anthem.com Phone: 800-678-4466
Notes <ul style="list-style-type: none"> Additional Renewal Resources: Broker Easy Renew Platform Submit medical benefit selection form included in renewal, when renewal changes are being submitted. If wanting to add ancillary to the group's renewal. Fill out and send the specialty modification form, included in the group's renewal for processing. 				



Phone Support	Email	Due Date	Renewal Portal	Renewal Billing & Enrollment Issues
800-559-5905, option 2	small.group@blueshieldca.com	Renewal changes must be submitted within 30 days of the effective date.	Blue Shield Broker Registration Services: Access renewals, view enrollment, submit plan changes and obtain plan benefits	Email: lbpriority@blueshieldca.com Phone: 800-559-5905, option 2
Notes <ul style="list-style-type: none"> If group is adding ancillary coverage after renewal month, request will have to be sent to the above email for processing. Changes may not be submitted through broker portal. Additional Renewal Resources: Blue Shield Renewal Center Blue Shield Video on renewal center capabilities for brokers: Blue Shield Renewal Center Navigation Tutorial 				



Phone Support	Email	Due Date	Renewal Portal	Renewal Billing & Enrollment Issues
800-558-8003	Group Level Changes: gpc@choiceadmin.com Member Level Changes: memberprocessing@calchoice.com	CalChoice prefers renewal changes to be submitted 60 days prior to renewal month. Group changes will be accepted within the renewal month.	CaliforniaChoice Services: Access renewal and obtain plan benefits	Email: customerservice@calchoice.com Phone: 800-558-8003
Notes <ul style="list-style-type: none"> Any exceptions submitted outside of renewal should include an exception request form and be sent to customerservice@calchoice.com. If questions on an exception request, please reach out to 1-800-558-8003. 				

Renewal

(Continued)



Phone Support	Email	Due Date	Renewal Portal	Renewal Billing & Enrollment Issues
800-447-8812, option 2	Renewal Changes need to be submitted to the assigned Account Manager. Contact information found at Health Net Broker Renewal Support and on the renewal.	Renewals to be completed within 30 days of the effective date, for changes to be reflected at the time of renewal. (Medical & Ancillary)	Health Net Broker Portal Access Services: Access renewals, submit group plan changes and obtain plan benefits	Email: HN_Account_Services@HealthNet.com Phone: 800-541-2967, 0 (Account Managers); 800-228-8808, 3 (Enrollment Department)
Notes <ul style="list-style-type: none"> Health Net will process Group changes during the renewal month. However, changes will take longer to be reflected on the group's billing cycle, one to two months out. 				



Phone Support	Email	Due Date	Renewal Portal	Renewal Billing & Enrollment Issues
800-790-4661, option 2	csu.ca@kp.org	Renewal changes need be turned in by the 15th of the month by 5pm, to be effective the 1st of the <u>renewal month</u> . Changes submitted after the 16th of the month will be effective the first of the following month	Kaiser Permanente Broker Employer Resources Services: Access renewal, submit group plan changes, obtain plan benefits	Email: AMT@kp.org Phone: 800-790-4661, option 3
Notes <ul style="list-style-type: none"> Renewal Kit will have the necessary renewal forms for groups renewal. Kaiser Permanente tutorial for navigation brokers dashboard: Navigating Dashboard 				



Phone Support	Email	Due Date	Renewal Portal	Renewal Billing & Enrollment Issues
800-591-9911, option 1	For assistance on group's renewal process, please contact Broker Services for Assigned Renewal Representative	Group level changes should be submitted no later than the 5th of the renewal month. Employee changes have up to 60 days from renewal date for submission. All employee changes will be retro to the renewal date	United eServices Broker Center (Portal Support - 1-866-336-9369, option 3) Services: Access renewal, view group enrollment, obtain plan benefits	Email: clientserviceoperations@uhc.com Phone: 800-591-9911
Notes <ul style="list-style-type: none"> Notify UHC Assigned Renewal Representative if group is renewing "as is" Require Items for group changes - Group Acceptance/Change Form Product and Benefit Selection Form & Small Business Renewal OE Spreadsheet, specifying employee level changes For benefit summaries, SBCs or supply orders, email: caship@uhc.com 				



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Aetna that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to enrollmentsgw@aetna.com
Employer Change Form Submission	Email to enrollmentsgw@aetna.com
Member Portal Access	Click to log in and access portal
Member Call Support	Call the Member Services number on your Aetna ID card for personalized service.
Broker Portal Access	Click to log in and access portal
Broker Call Support	Phone: 800-343-6101, Option 6
Employer Portal Access	Click to log in and access portal
Employer Call Support	Phone: 800-343-6101, Option 6
Claims Submission	Mail claim form to the address on the back of ID card; phone: 866-529-2517 (HMO), 888-802-3862 (PPO)
Provider Search Tool	Link to Aetna Provider Search
Rx Search Tool	Link to Aetna Prescription Search
SBC Library	Link to Aetna SBC Library
Broker of Record Change Submission	Email to westaat@aetna.com
Licensing/Appointment Submission	Link to get appointed with Aetna
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Anthem Blue Cross that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to small.group@anthem.com
Employer Change Form Submission	Email to small.group@anthem.com
Member Portal Access	Link to log in and access portal
Member Call Support	Phone: 855-383-7248
Broker Portal Access	Link to log in and access portal
Broker Call Support	Phone: 800-678-4466
Employer Portal Access	Link to log in and access portal
Employer Call Support	Phone: 855-854-1429
Claims Submission	Fax Claim form to 877-287-1262. Phone: 800-627-8797
Provider Search Tool	Link to Anthem Provider Search
Rx Search Tool	Link to Anthem Prescription Search
SBC Library	Link to Anthem SBC Library
Broker of Record Change Submission	Email to agent.support@anthem.com
Licensing/Appointment Submission	Link to get appointed with Anthem
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Blue Shield of California that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to small.group@blueshieldca.com
Employer Change Form Submission	Email to small.group@blueshieldca.com
Member Portal Access	Link to log in and access portal
Member Call Support	Phone: 888-319-5999
Broker Portal Access	Link to log in and access portal
Broker Call Support	Phone: 800-559-5905
Employer Portal Access	Link to log in and access portal
Employer Call Support	Phone: 800-325-5166
Claims Submission	Claim form should be completed and mailed to Blue Shield of CA, Claims Department, PO Box 272540, Chino, CA 95927; Phone: 888-319-5999
Provider Search Tool	Link to Blue Shield Provider Search
Rx Search Tool	Link to Blue Shield Prescription Search
SBC Library	Link to Blue Shield SBC Library
Broker of Record Change Submission	Email to producerservices@blueshieldca.com
Licensing/Appointment Submission	Link to get appointed with Blue Shield
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of tools from CaliforniaChoice that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to memberprocessing@calchoice.com
Employer Change Form Submission	Email to gpc@choiceadmin.com
Member Portal Access	Click to log in and access portal
Member Call Support	Phone: 800-558-8003
Broker Portal Access	Click to log in and access portal
Broker Call Support	Phone: 800-558-8003
Employer Portal Access	Click to log in and access portal
Employer Call Support	Phone: 800-558-8003
Claims Submission	Contact the member support number on the back of your ID card.
Provider Search Tool	Link to CalChoice Provider Search
Rx Search Tool	Link to CalChoice Pharmacy Search
SBC Library	Link to CalChoice SBC Library
Broker of Record Change Submission	Email to commissions@calchoice.com
Licensing/Appointment Submission	Send appointment paperwork to commissions@calchoice.com
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Health Net that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to Enrollmentunit_north@healthnet.com
Employer Change Form Submission	Email to Enrollmentunit_north@healthnet.com
Member Portal Access	Click to log in and access portal
Member Call Support	Phone: 800-361-3366
Broker Portal Access	Click to log in and access portal
Broker Call Support	Phone: 800-448-4411
Employer Portal Access	Click to log in and access portal
Employer Call Support	Phone: 800-447-8812
Claims Submission	Claim Form should be mailed to the address on back of HN Member ID Card.
Provider Search Tool	Link to Health Net Provider Search
Rx Search Tool	Link to Health Net Prescription Search
SBC Library	Link to Health Net SBC Library
Broker of Record Change Submission	Email to HN_Account_Services@healthnet.com
Licensing/Appointment Submission	Email to HN_Account_Services@healthnet.com
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Kaiser Permanente that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to csc-sd-sba@kp.org
Employer Change Form Submission	Email to amt@kp.org
Member Portal Access	Click to log in and access portal
Member Call Support	Phone: 800-464-4000
Broker Portal Access	Click to log in and access portal
Broker Call Support	Phone: 800-790-4661
Employer Portal Access	Click to log in and access portal
Employer Call Support	Phone: 800-790-4661
Claims Submission	N.Cal - Claims Administration Northern CA, PO Box 12923, Oakland, CA 94604; S.Cal - Claims Administration Southern CA, PO Box 7004, Downey, CA 90242; Call: 800-390-3510
Provider Search Tool	Link to Kaiser Provider Search
Rx Search Tool	Link to Kaiser Prescription Search
SBC Library	Link to Kaiser SBC Library
Broker of Record Change Submission	Email to csu.ca@kp.org
Licensing/Appointment Submission	Link to get appointed with Kaiser Permanente
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Oscar that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Submitted online at https://www.hioscar.com/business/resources
Employer Change Form Submission	Submitted online at https://www.hioscar.com/business/resources
Member Portal Access	Click to log in and access portal
Member Call Support	Phone: 855-672-2788, Option 3
Broker Portal Access	Click to log in and access portal
Broker Call Support	Phone: 855-672-2713
Employer Portal Access	Click to log in and access portal
Employer Call Support	Phone: 855-672-2784
Claims Submission	Mail: Oscar, P.O. Box 52146, Phoenix, AZ 85072; Email: claims-submission@hioscar.com ; Fax: 888-977-2062 Member Support Call: 855-672-2788, Option 3
Provider Search Tool	Link to Oscar Provider Search
Rx Search Tool	Link to Oscar Prescription Search
SBC Library	Link to Oscar SBC Library
Broker of Record Change Submission	Email to brokers@hioscar.com
Licensing/Appointment Submission	Link to get appointed with Oscar
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from Sharp Health Plan that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to SHPEnrollmentGeneralMail@sharp.com
Employer Change Form Submission	Email to SHPEnrollmentGeneralMail@sharp.com
Member Portal Access	Click to log in and access portal
Member Call Support	Phone: 800-359-2002, Option 1
Broker Portal Access	Click to log in and access portal
Broker Call Support	Phone: 800-359-2002, Option 4
Employer Portal Access	Click to log in and access portal
Employer Call Support	Phone: 800-359-2002, Option 4
Claims Submission	Mail Claim Form to: Sharp Health Plan Claims Department, 8520 Tech Way, Ste 200, San Diego, CA 92123 or call 800-359-2002
Provider Search Tool	Link to Sharp Provider Search
Rx Search Tool	Link to Sharp Prescription Search
SBC Library	SBCs are customized — Please reach out to Sharp Account Manager.
Broker of Record Change Submission	Email to ifpsales@sharp.com
Licensing/Appointment Submission	Link to get appointed with Sharp Health Plan
Online Enrollment Options	Reach out to your sales rep for additional info.



Word & Brown is committed to providing you with the tools and resources you need to help your clients. Below is a summary of carrier-specific tools from UnitedHealthcare that may also be of value in addressing questions from your clients and their employees.

Request Type	Resource
Form Request	Word & Brown Forms Site
Employee Add/Term/Change Form Submission	Email to clientserviceoperations@uhc.com
Employer Change Form Submission	Email to clientserviceoperations@uhc.com
Member Portal Access	Click to log in and access portal
Member Call Support	Please call member support phone number on back of your UHC ID Card.
Broker Portal Access	Click to log in and access portal
Broker Call Support	Phone: 800-591-9911, option 1
Employer Portal Access	Click to log in and access portal
Employer Call Support	Phone: 800-591-9911, Option 2
Claims Submission	Email completed claim form to number on the back of member UHC ID Card or call 866-414-1959.
Provider Search Tool	Link to UnitedHealthcare Provider Search
Rx Search Tool	Link to UHC Provider Search for Select Plus PPO, Core PPO and All HMOs Link to UHC Provider Search for Navigate
SBC Library	Link to UnitedHealthcare SBC Library
Broker of Record Change Submission	Email to clientserviceoperations@uhc.com
Licensing/Appointment Submission	Email appointment paperwork to clientserviceoperations@uhc.com
Online Enrollment Options	Reach out to your sales rep for additional info.

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