

Point32Health

# Getting Started Guide for Brokers for Individual Market

# Point32Health



Visit <https://www.harvardpilgrim.org/broker>



For Brokers

OUR SOLUTIONS

RESOURCE CENTER

INSIGHTS & UPDATES

[BROKER LOGIN](#)

Select Broker Login



## Point32Health Dental & Point32Health Vision

When combined with our Harvard Pilgrim medical plans, you can deliver more health coverage and convenient care to your employer clients and their employees. Plans available for quoting for groups with 51+ employees effective July 1, 2024.

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Get started

Latest news

# Type your username and password



## Broker Portal Login

**Username**

**Password**

**LOG IN**

[Forgot password ?](#) [Forgot username ?](#)

### Browser Tip: Internet Explorer

Internet Explorer is no longer a supported browser.

Please be sure to use one of our supported browsers if you are having issues:

Mozilla Firefox

Google Chrome

Microsoft Edge with Chromium

<url?>



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[Certifications & Licenses](#)

[Materials](#)

[User Administration](#)

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# Quoting & Renewals Made Easy

## News & Updates

Featured

**June 2024 Massachusetts and Rhode Isla...**

Massachusetts and Rhode Island small group quoting & renewals are now available for June...

## Quick Links

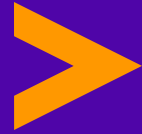
 [Employer Account Access for Brokers](#)

 [HPHC Individual Market](#)

 [Tufts Health Plan Employer Portal](#)

 [HPHC Consumer Enrollment Tracker](#)

Select **HPHC Individual Market**



# Navigating the new Broker Community

**A few things have been rearranged.**

# The buttons for quotes are now at the top

The screenshot displays the Harvard Pilgrim HealthCare Broker Community interface. At the top left is the logo for Harvard Pilgrim HealthCare. To the right, it says "BROKER COMMUNITY" and "WELCOME BACK hphc agency" with "HPHC NPN NPN123" below it. A navigation bar contains tabs: PERSON SEARCH, APPLICATIONS, ACCOUNTS, OPPORTUNITIES, and REPORTS. Below this, there are two main sections: "Medicare" and "Individual". The "Individual" section is highlighted with a purple box and a purple arrow pointing to it from the right. The "Individual" section contains four red buttons: "OEP Quote", "SEP Quote", "OEP ICHRA Quote", and "SEP ICHRA Quote". A purple arrow also points to the "Individual" section from the left. Below the navigation bar is a "Search" button. A message below the search button reads: "For optimal experience and performance we recommend using the most recent version of the supported browsers: Mozilla Firefox , Google Chrome". Below this is a "Basic Search" section with a teal header. The search form includes fields for First Name, Last Name, Phone No, Date Of Birth (with a calendar icon), Email, SSN, and HPHC Member ID.

# Select Applications to view your Applications



BROKER COMMUNITY

WELCOME BACK  
hphc agency

HPHC NPN  
NPN123

- PERSON SEARCH
- APPLICATIONS**
- ACCOUNTS
- OPPORTUNITIES
- REPORTS

Medicare **New Lead** **Med Adv Enroll** **NH/ME MedSup** **MA MedSup**

Individual **OEP Quote** **SEP Quote** **OEP ICHRA Quote** **SEP ICHRA Quote**

Search

For optimal experience and performance we recommend using the most recent version of the supported browsers: [Mozilla Firefox](#) , [Google Chrome](#)

## Basic Search

First Name

Phone No

Email

HPHC Member ID

Last Name

Date Of Birth

SSN



# Select the view menu to display other records

The screenshot shows the Harvard Pilgrim HealthCare Broker Community interface. At the top left is the Harvard Pilgrim HealthCare logo. To the right, it says 'BROKER COMMUNITY', 'WELCOME BACK', 'hphc agency', and 'HPHC NPN NPN123'. Below the logo is a navigation bar with 'PERSON SEARCH', 'APPLICATIONS', 'ACCOUNTS', 'OPPORTUNITIES', and 'REPORTS'. The 'APPLICATIONS' tab is active. A dropdown menu is open for 'Applications', showing 'Recently Viewed' as the selected view. The main content area displays a table of applications with columns for 'Application Name', 'Type', 'Status', and 'Plan Selected'. The table contains 5 items, with the first one highlighted in blue.

Applications  
Recently Viewed

13 items • Updated a few seconds ago

LIST VIEWS

- Brokers - 2023 Individual Applications
- Brokers - 2023 Medicare Applications
- Brokers - 2024 Individual Applications
- Brokers - 2024 Medicare Applications
- Exchange Applications
- ✓ Recently Viewed

Application Name	Type	Status	Plan Selected
1 Medicare Advantage	Medicare Advantage	No Acknowledgement; Timed Out	Stride <sup>SM</sup> (HMO-POS) Choice Rx
2 Individual Application	Individual Under 65 Quote	Automatically Cancelled / No Payment	NH Local Choice HMO HSA Bronze 6000
3 Individual Application	Individual Under 65 Quote	Bank Payment Processed	HMO 1000 - Flex
4 Individual Application	Individual Under 65 Quote	Automatically Cancelled / No Payment	NH Local Choice HMO HSA Bronze 6000
5 Individual Application	Individual Under 65 Quote	Automatically Cancelled / No Payment	NH Local Choice HMO HSA Bronze 6000

# Note the history items to the right

Application A-00786799

FullName: Dsjf Sjdjfk | Type: Individual Under 65 Quote | Requested Coverage Effective Date: 4/1/2024 | Status: Bank Payment Processed

Printable View | Pay Now | Send Email for Payment

Application Name	Individual Application	Owner	hphc agency Broker
Application #	A-00786799	External Status	Paid
Opportunity	<a href="#">sjdfjk_Individual_Health</a>	Type	Individual Under 65 Quote
Exchange Application #			
Replacement of existing policy?			
PaymentDone	<input checked="" type="checkbox"/>		

### Special Enrollment Info

Qualifying Event Type	Document Due Date
	Application Approved Date
	Reason For Rejection



Applicants (Dependents) (0)

Application History (6)

Date	Field	User	Original V...	New Value	
3/15/202...	Status	System	Bank Pay...	Bank Pay...	▼
3/15/202...	Status	System	Applicatio...	Bank Pay...	▼
3/15/202...	Payment T...	System		2884632	▼
3/15/202...	Created.	hphc agen...			▼
3/15/202...	Opportunity	hphc agen...		sjdfjk_Indi...	▼
3/15/202...	Status	hphc agen...	Submitted	Applicatio...	▼


[View All](#)

Activity History (0)

# Note the option to Upload Files

The screenshot displays the Harvard Pilgrim HealthCare Broker Community interface. At the top, the logo and name 'Harvard Pilgrim HealthCare' are on the left, 'BROKER COMMUNITY' is in the center, and 'WELCOME BACK' and 'HPHC NPN' are on the right. A navigation bar below contains 'PERSON SEARCH', 'APPLICATIONS', 'ACCOUNTS', 'OPPORTUNITIES', and 'REPORTS'. The main content area shows application details for 'Application A-00786799'. A summary row lists: FullName (Dsjf Sjdjfk), Type (Individual Under 65 Quote), Requested Coverage Effective Date (4/1/2024), and Status (Bank Payment Processed). Action buttons include 'Printable View', 'Pay Now', and 'Send Email for Payment'. A detailed view on the left shows fields for Application Name, Application #, Opportunity, Owner, External Status, Type, Application Approved, and Reason For Rejection. A 'Pricing Information' section at the bottom left lists Plan Selected (HMO 1000 - Flex), Total Price of Plan (\$926.29), Requested Coverage Effective Date (4/1/2024), and Binder Payment Due Date (4/10/2024). On the right, a sidebar contains sections for 'Applicants (Dependents) (0)', 'Application History (6)', 'Activity History (0)', and 'Notes & Attachments (0)'. The 'Notes & Attachments' section features an 'Upload Files' button and a dashed box containing another 'Upload Files' button and the text 'Or drop files'. A large purple arrow points from the top 'Upload Files' button to the bottom one.

# Select Reports to view a membership report

 **Harvard Pilgrim HealthCare**

**BROKER COMMUNITY**

WELCOME BACK  
**hphc agency**

HPHC NPN  
**NPN123**

PERSON SEARCH   APPLICATIONS   ACCOUNTS   OPPORTUNITIES   **REPORTS**

**Medicare**   New Lead   Med Adv Enroll   NH/ME MedSup   MA MedSup

**Individual**   OEP Quote   SEP Quote   OEP ICHRA Quote   SEP ICHRA Quote

**Search**

For optimal experience and performance we recommend using the most recent version of the supported browsers: [Mozilla Firefox](#) , [Google Chrome](#)

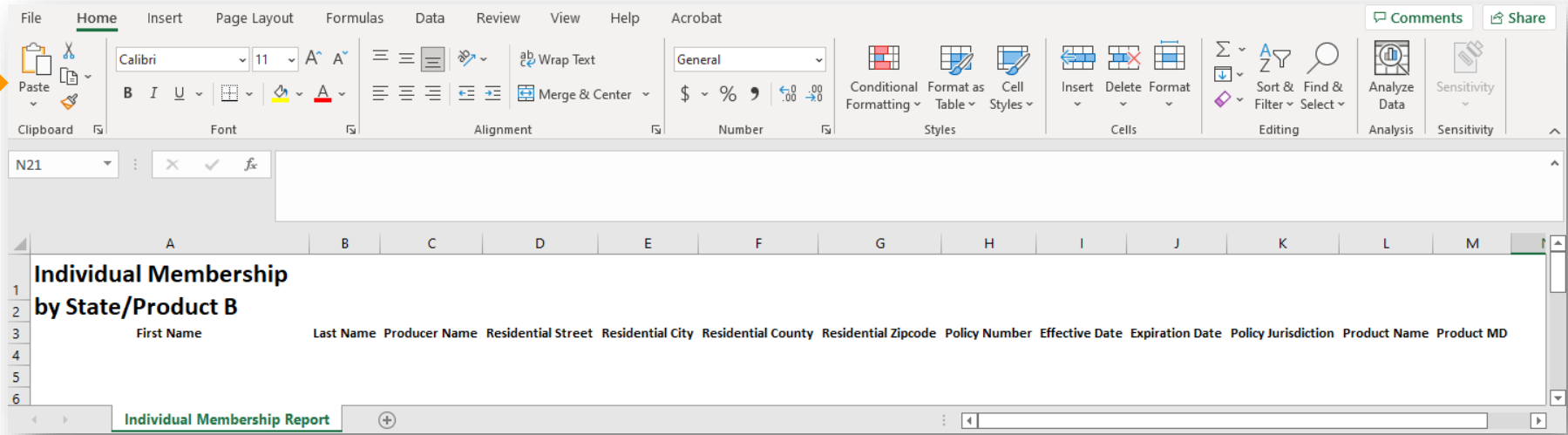
**Basic Search**

First Name	<input type="text"/>	Last Name	<input type="text"/>
Phone No	<input type="text"/>	Date Of Birth	<input type="text" value=""/>
Email	<input type="text"/>	SSN	<input type="text"/>
HPHC Member ID	<input type="text"/>		

# Select Individual Members Report

## Reports

- Individual Members Report**
- Med Adv Members Report



The screenshot shows an Excel spreadsheet with the following structure:

Individual Membership by State/Product B												
First Name	Last Name	Producer Name	Residential Street	Residential City	Residential County	Residential Zipcode	Policy Number	Effective Date	Expiration Date	Policy Jurisdiction	Product Name	Product MD



**Thank you.**

**Please contact**  
**[individualmarketsales@point32health.org](mailto:individualmarketsales@point32health.org)**  
**if you have any questions.**