

Point32Health

Getting Started Guide for Brokers for Medicare

Point32Health



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



For Brokers

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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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Type your username and password

← → ↻ 🏠 🔍 brokers.point32health.org/auth/login.htm

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

For brokers with only a Medicare license

The screenshot shows the TUFTS Health Plan website interface for users with only a Medicare license. The navigation bar is blue and includes links for Home, Enrollment & Applications, Certifications & Licenses, and Training & Materials. The main content area features a banner with the text "Enrollment Made Easy" and "Enroll your members into our variety of Medicare products". Below the banner, there are two red buttons labeled "Enroll Now MA" and "Enroll Now NH". A large orange arrow points to a button labeled "Select Enroll Now NH".

For brokers with a Commercial/Medicare license

The screenshot shows the TUFTS Health Plan website interface for users with a Commercial/Medicare license. The navigation bar is red and includes links for Home, Book of Business, Quoting & Renewals, Certifications & Licenses, and Materials. The main content area features a banner with the text "Quoting & Renewals Made Easy". On the right side, there is a blue button labeled "Medicare Portal". A large orange arrow points from this button to a button labeled "Select Medicare Portal" at the bottom right.



Navigating the new Broker Community

A few things have been rearranged.

The buttons for enrollment are now at the top

The screenshot displays the Harvard Pilgrim HealthCare Broker Community interface. At the top left is the Harvard Pilgrim HealthCare logo. To its right, the text "BROKER COMMUNITY" is centered. Further right, it says "WELCOME BACK hphc agency" and "HPHC NPN NPN123". Below this is a navigation bar with a home icon and links for "PERSON SEARCH", "APPLICATIONS", "ACCOUNTS", "OPPORTUNITIES", and "REPORTS".

The main content area features two primary sections: "Medicare" and "Individual". The "Medicare" section is highlighted with a purple box and has a purple arrow pointing to it from the left. It contains four red buttons: "New Lead", "Med Adv Enroll", "NH/ME MedSup", and "MA MedSup". 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 right.

Below these sections is a search bar with a red "Search" button. A message below the search bar reads: "For optimal experience and performance we recommend using the most recent version of the supported browsers: [Mozilla Firefox](#) , [Google Chrome](#)".

The "Basic Search" section contains a teal header and several input fields:

- First Name:
- Last Name:
- Phone No:
- Date Of Birth: (with a calendar icon)
- Email:
- SSN:
- HPHC Member ID:

Stride Med Advantage enrollment has a new look

The screenshot displays the Harvard Pilgrim HealthCare Broker Community interface. At the top left is the Harvard Pilgrim HealthCare logo. The top right shows a user greeting: 'WELCOME BACK hphc agency' and 'HPHC NPN NPN123'. Below the logo is a navigation bar with 'PERSON SEARCH', 'APPLICATIONS', 'ACCOUNTS', 'OPPORTUNITIES', and 'REPORTS'. A secondary navigation bar contains buttons for 'Medicare' (with sub-buttons: 'New Lead', 'Med Adv Enroll', 'NH/ME MedSup', 'MA MedSup') and 'Individual' (with sub-buttons: 'OEP Quote', 'SEP Quote', 'OEP ICHRA Quote', 'SEP ICHRA Quote'). An orange callout box points to the 'Med Adv Enroll' button with the text 'Select Med Adv Enroll'. Below this is a search bar with a 'Search' button. A browser recommendation message follows: 'For optimal experience and performance we recommend using the most recent version of the supported browsers: Mozilla Firefox , Google Chrome'. The 'Basic Search' section contains input fields for 'First Name', 'Last Name', 'Phone No', 'Date Of Birth', 'Email', and 'SSN', along with a 'HPHC Member ID' field.

Follow the familiar enrollment steps

Medicare Advantage Quote

All required fields are marked with an asterisk(*)

* Year

Next

Steps are shown in sequence.

Steps

- Medicare Advantage Quote
- Plan Selection
- Basic Subscriber Information
- Deliver My Quote
- Enrollment
- Address Information
- Medicare Insurance Information
- Paying Your Plan Premium
- Important Questions
- Attestation of Eligibility
- Application Assistance
- Important Information
- Application Summary
- Submission
- Application Completed

Select a year and a zipcode

Medicare Advantage Quote

All required fields are marked with an asterisk(*)

* Year	* Search Zipcode	
2024 ▼	03101, MANCHESTER, NH, HILLSBOROUGH	
	* Zipcode	* City
	03101	MANCHESTER
	* County	* State
	HILLSBOROUGH	NH

Next


Select **Next** to continue

Select a plan

Products Available: 4

Compare

All required fields are marked with an asterisk(*)

<input type="checkbox"/> Compare	<input type="checkbox"/> Compare	<input type="checkbox"/> Compare	<input type="checkbox"/> Compare
H6750-005	H6750-013	H6750-014	H6750-015
Stride SM (HMO) Basic Rx	Stride SM (HMO) Value Rx	Stride SM (HMO-POS) Choice Rx	Stride SM (HMO) Value Rx
\$0	\$49	\$60	\$60
Monthly Premium In addition to your monthly Part B premium	Monthly Premium In addition to your monthly Part B premium	Monthly Premium In addition to your monthly Part B premium	Monthly Premium In addition to your monthly Part B premium
 SELECTED	SELECT PLAN	SELECT PLAN	SELECT PLAN
Formulary Summary Of Benefits Provider Directory Medicare Star Rating	Formulary Summary Of Benefits Provider Directory Medicare Star Rating	Formulary Summary Of Benefits Provider Directory Medicare Star Rating	Formulary Summary Of Benefits Provider Directory Medicare Star Rating

Previous Next

Select **Next** to continue

Provide basic subscriber information

Basic Subscriber Information


Please check the below information. Your information has been pre-populated from previous screens. Please click Medicare Advantage Quote on the right to make changes and start over.

Please provide responses to all the fields/questions marked with an asterisk(*).

* Salutation * First Name MI * Last Name Suffix

▼

* Birth Date



Previous **Next**

Tab to this field to type a date
or use the calendar to select a date
Note: You may edit a selected date


Select **Next** to continue


Your login info is used on forms and on reports

The screenshot shows 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 Kenson' and 'HPHC NPN NPN123' are on the right. Below the header is a navigation bar with links for PERSON SEARCH, APPLICATIONS, ACCOUNTS, OPPORTUNITIES, and REPORTS. The main content area is titled 'Application Assistance' and includes a note: 'All required fields are marked with an asterisk (*) Please select who is filling out this application:*. The form has several fields: 'Enrollee' (checkbox), 'Staff Member' (checkbox), 'Agent/Broker' (checkbox, checked), 'Agency' (text box with 'HPHC Agency'), '* Agent First Name' (text box with 'hphc agency'), '* Agent Last Name' (text box with 'Broker'), '* Agent NPN#' (text box with 'NPN123'), and 'Authorized Representative' (checkbox). At the bottom right of the form are 'Previous' and 'Save & Next' buttons. On the right side of the form is a 'Steps' sidebar with a vertical progress indicator. The steps listed are: Medicare Advantage Quote, Plan Selection, Basic Subscriber Information, Deliver My Quote, Enrollment, Address Information, Medicare Insurance Information, Paying Your Plan Premium, Important Questions, Attestation of Eligibility, and Application Assistance (which is currently active and highlighted with a blue circle).

Submit the application to complete the process

Application Summary



This application is not complete. Please review the information you have entered and advance to the next screen to submit the application. 

Please check the below information. Your information has been pre-populated from previous screens. Please click Medicare Advantage Quote on the right to make changes and start over.

To **view** the application summary, click on the View/Print/Download

To **download** the application summary, first click on the View/Print/Download and then **Save**.

To **print** the application summary, first click on the View/Print/Download and then **Print**.

Please verify that you are requesting to enroll in ["StrideSM (HMO) Base Plan"]

Enrollee Information

Title	Year
Ms.	2024

Submission

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the State where I live) on this application means that I have read and understand the contents of this application. If signed by an authorized individual (as described above), this signature certifies that 1) this person is authorized under State law to complete this enrollment and 2) documentation of this authority is available upon request from Medicare.

Select To Confirm	Today's Date:
	04/01/2024
* <input type="checkbox"/> Agree/Submit Enrollment	

Harvard Pilgrim's Medicare Advantage Plan is called StrideSM (HMO). Harvard Pilgrim is an HMO/HMO-POS plan with a Medicare contract. Enrollment in StrideSM (HMO) depends on contract renewal.

[Previous](#) [Submit Application](#)

Select **Submit Application** to finish

Confirmation number indicates receipt of application

Application Completed

Your application has been submitted.

Your application confirmation number is A-00787058

[View Details](#)

Next Steps

Harvard Pilgrim Health Care will send you an acknowledgement letter notifying you of the status of your enrollment within the next 10 calendar days.

Once we receive notification from the Centers for Medicare & Medicaid Services (CMS) we will send you a letter to confirm your enrollment in our plan or let you know that you are not eligible for this coverage at this time.

If we need any additional information from you to complete your application, we will contact you within the next 10 calendar days.

If you have any questions, please call us toll-free at 888-609-0692 (TTY users should call 711). We are open October 1st to March 31st from 8 a.m. to 8 p.m. 7 days a week, April 1st to September 30th from 8 a.m. to 8 p.m. Monday through Friday.

Medicare Part B Effective Date Information

If you recently applied for Medicare Part B and do not yet have the information regarding your Medicare Part B effective date, we may be contacting you in the next several days to confirm your coverage.

Premium Payment Information

If you don't select a payment option, you will get a bill each month –(does not apply to \$0 premium).

Extra Help for Prescription Drug Costs

People with limited incomes may qualify for extra help to pay for their prescription drug costs. If eligible, Medicare could pay for 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and co-insurance. Additionally, those who qualify will not be subject to the coverage gap or a late enrollment penalty. Many people are eligible for these savings and don't even know it. For more information about this extra help, contact your local Social Security office, or call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778. You can also apply for extra help online at www.socialsecurity.gov/prescriptionhelp.

If no confirmation number:

Send an email to medicarebrokersupport@point32health.org

Include

- Screenshot showing no confirmation
- Name of applicant

Select Applications to view your enrollments



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"/>		

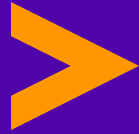
View recently submitted enrollments

Applications Recently Viewed 

13 items • Updated a few seconds ago

Search this list...     

	Application Name	Applicatio...	Type	Status	Plan Selected	
1	Medicare Advantage Application2024-03-14 09:55:12	A-00786775	Medicare Advantage	No Acknowledgement; Timed Out	Stride SM (HMO-POS) Choice Rx	
2	Individual Application2024-03-13 11:49:07	A-00786736	Individual Under 65 Quote	Automatically Cancelled / No Payment	NH Local Choice HMO HSA Bronze 6000	
3	Individual Application2024-03-15 12:52:45	A-00786799	Individual Under 65 Quote	Bank Payment Processed	HMO 1000 - Flex	
4	Individual Application2024-03-14 02:52:31	A-00786763	Individual Under 65 Quote	Automatically Cancelled / No Payment	NH Local Choice HMO HSA Bronze 6000	
5	Individual Application2024-03-13 11:20:57	A-00786733	Individual Under 65 Quote	Automatically Cancelled / No Payment	NH Local Choice HMO HSA Bronze 6000	



Thank you.

**Please contact Medicare Broker Support at
medicarebrokersupport@point32health.org
or 1-833-984-2387 with any questions.**