

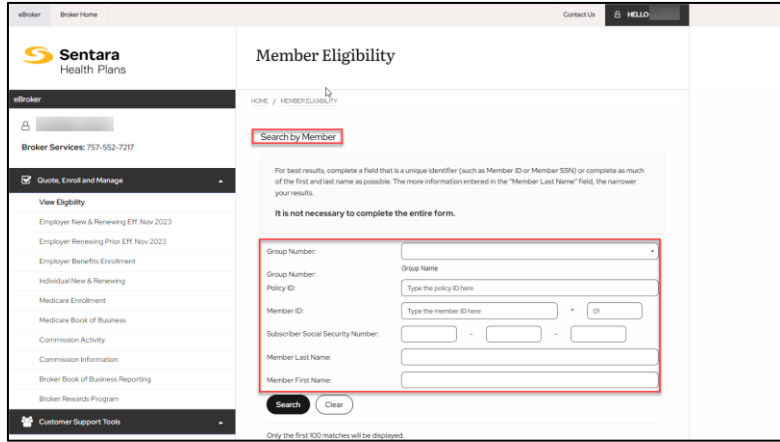
Purpose: Instructions for Brokers to find Membership/Census info. This guide provides 4 options for viewing membership.

1. Member Eligibility on the Broker Portal.
2. The Proposal Document for the Account Quote in eBroker.
3. The Account Quote Details in eBroker.
4. The Contract in eBroker

Option 1 – Member Eligibility on Broker Portal

After you login, the Sentara Health Plans landing page displays. You can **Search by Member** here.

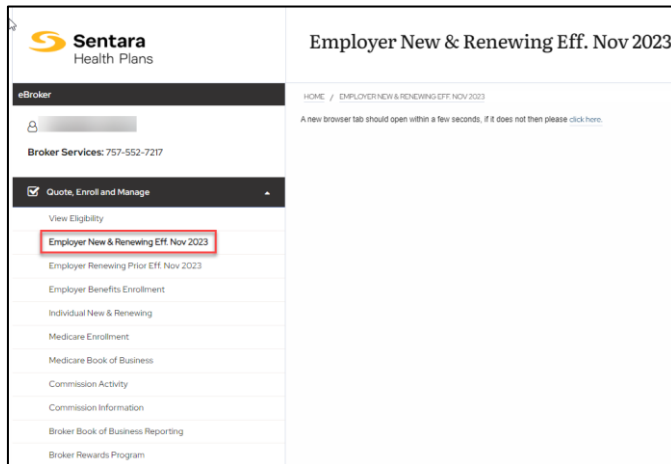
Note: Dependents are currently not available for viewing.



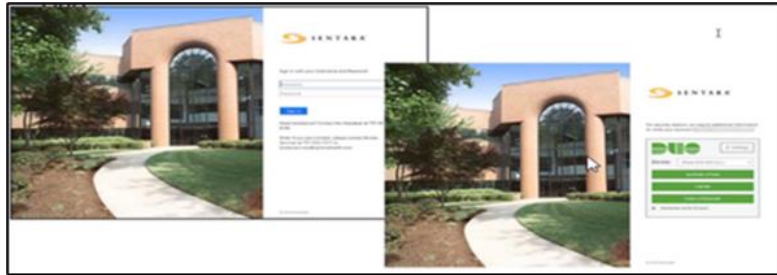
Option 2 – Proposal Document

After you login, the Sentara Health Plans landing page displays.

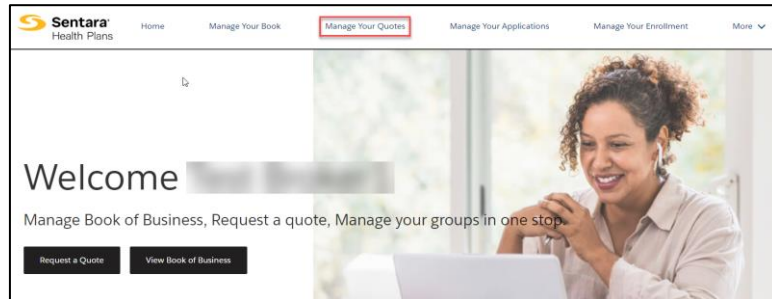
Under the **Quote, Enroll and Manage** Section, click **Employer New & Renewing Eff. Nov 2023**.



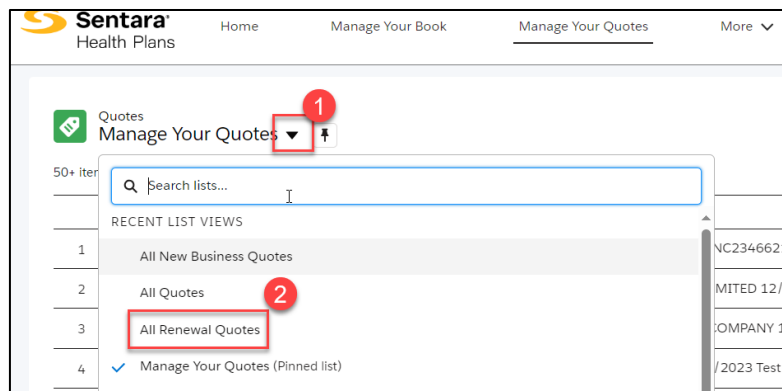
You are prompted to sign in again and authenticate using Duo.



Click on **Manage Your Quotes** at the top of the page.



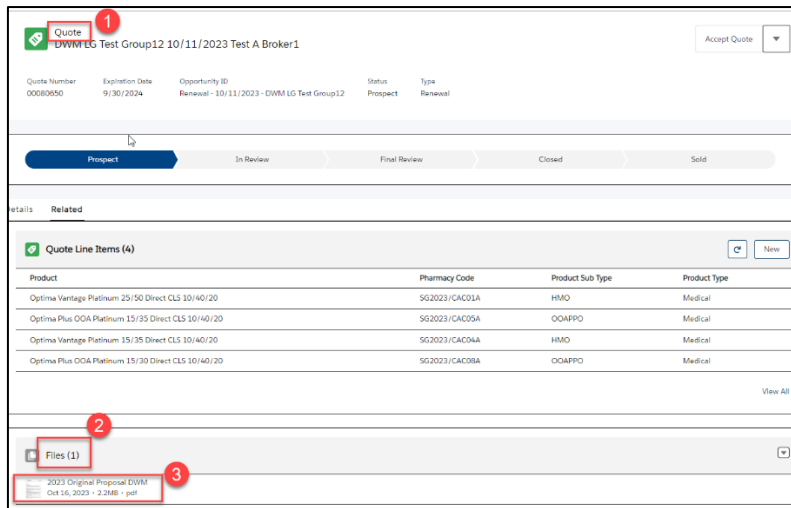
1. Click on the down arrow in the top left next to **Manage Your Quotes**.
2. Click on **All Renewal Quotes**.



Under the **Quote Name** column, click on the name of the **Account** to go to the **Quote** page for that Account.

Qu...	Account Name	Opportunity Name	Quote Name	Stat...	Effecti...	Market ...
1	000806... DWM LG Test Group12	Renewal - 10/11/2023 - DWM LG Test Group12	DWM LG Test Group12 10/11/2023 Test A Broker1	Prospect	10/1/20...	Small Group
2	000806... Test Group SG Nov rene...	Renewal_11/01/2023...Test Group SG Nov rene...	Test Group SG Nov renewal 11/01/2023 Test A Br...	Prospect	11/1/20...	Small Group

1. You are now on the **Quote** page.
2. At the bottom of the page is the **Files** section.
3. You should see a **Proposal Document** in the **Files** section. Click on the **Proposal**.



Quote
DWM LG Test Group12 10/11/2023 Test A Broker1

Quote Number: 00080850 | Expiration Date: 9/30/2024 | Opportunity ID: Renewal - 10/11/2023 - DWM LG Test Group12 | Status: Prospect | Type: Renewal

Progress: Prospect (selected) | In Review | Final Review | Closed | Sold

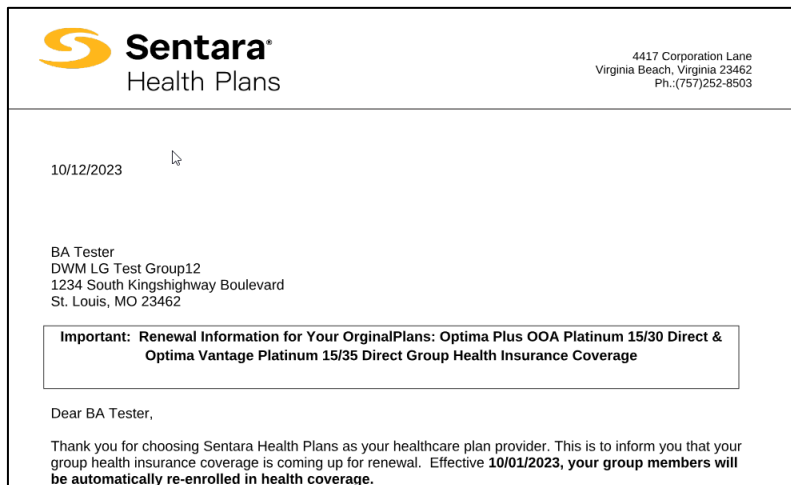
Quote Line Items (4)

Product	Pharmacy Code	Product Sub Type	Product Type
Optima Vantage Platinum 25/50 Direct CLS 10/40/20	SG2023/CAC01A	HMO	Medical
Optima Plus OOA Platinum 15/35 Direct CLS 10/40/20	SG2023/CAC05A	QOAFPO	Medical
Optima Vantage Platinum 15/35 Direct CLS 10/40/20	SG2023/CAC04A	HMO	Medical
Optima Plus OOA Platinum 15/30 Direct CLS 10/40/20	SG2023/CAC08A	QOAFPO	Medical

Files (1)

- 2023 Original Proposal [DWM] Oct 16, 2023 - 2.2MB - pdf

The **Proposal** displays.



Sentara Health Plans
4417 Corporation Lane
Virginia Beach, Virginia 23462
Ph: (757)252-8503

10/12/2023

BA Tester
DWM LG Test Group12
1234 South Kingshighway Boulevard
St. Louis, MO 23462

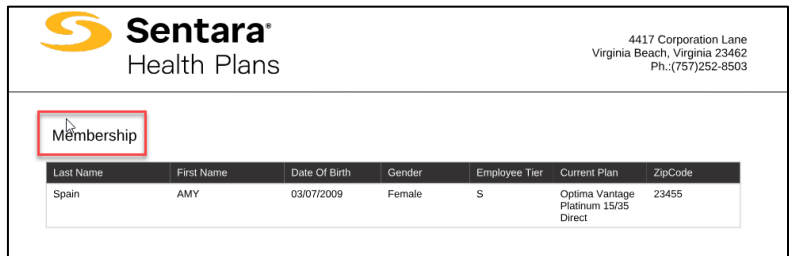
Important: Renewal Information for Your Original Plans: Optima Plus OOA Platinum 15/30 Direct & Optima Vantage Platinum 15/35 Direct Group Health Insurance Coverage

Dear BA Tester,

Thank you for choosing Sentara Health Plans as your healthcare plan provider. This is to inform you that your group health insurance coverage is coming up for renewal. Effective **10/01/2023**, your group members will be automatically re-enrolled in health coverage.

Scroll down to the **Membership** page in the proposal.

Here you will find the **Member Name, DOB, Gender, Employee Tier, Current Plan, and Zip Code**. If they exist **Member Dependents** are located here.



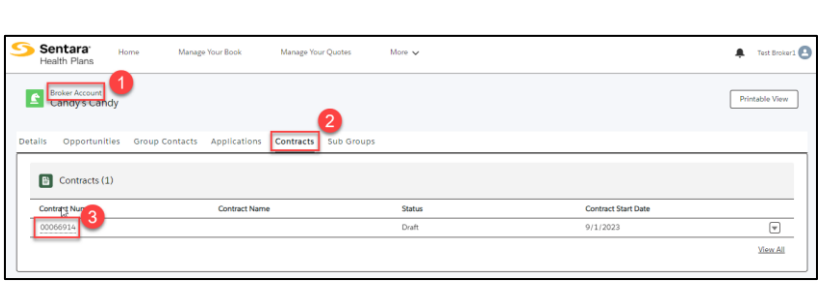
Sentara Health Plans
4417 Corporation Lane
Virginia Beach, Virginia 23462
Ph: (757)252-8503

Membership

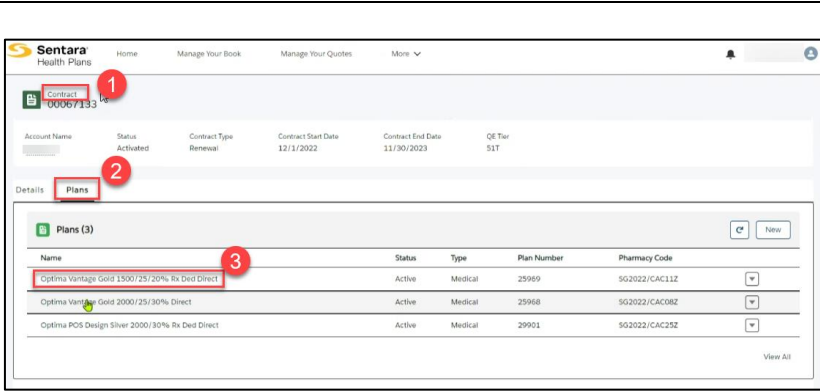
Last Name	First Name	Date Of Birth	Gender	Employee Tier	Current Plan	ZipCode
Spain	AMY	03/07/2009	Female	S	Optima Vantage Platinum 15/35 Direct	23455

Option 4 – Contract

1. Navigate to the **Broker Account** page
2. Click on **Contracts**
3. Click on **Contract Number**



1. The **Contract** page displays
2. Click on the **Plan** tab
3. Click on the desired **Plan**



Now on the **Quote Plan** page, click the **Related** tab.

This will bring up the list of **Members** with their Name, Gender, DOB, Group Class, Membership ID, and Status. You can also see **Dependents** here.

