

**Purpose**: Instructions for Brokers to find Membership/Census info. This guide provides 5 options for viewing membership.

- - View Membership uploaded on the initial enrollment or renewal census.

Option 1 – Member Eligibility on Broker Portal						
Visit	eBroker Broker Home					
Sentatahealthplans.com/ Brokers and sign in.	Sentara Health Plans	Contact Us				
The Sentara Health Plans eBroker landing page	Please ignore if you have already enrolled. Note: Links affiliates.	Two officer				
displays.	AT	incentives to				
Click on the <b>View Eligibility</b> tile to Search by Member here.	Commercial Broker Services: 1-866-927-4785 Sentara Broker Ann Assistance:	Ver offer coportunities to earn cash, prizes, and much more-just for selling				
	1-844-680-9808 Sentara Broker Support Line: 1-888-402-2606	Services.				
Note: Dependents are currently not available for	Member     New Eligibility     Order Member ID Card      Member Wir Boch Onizità & Ericel	E E E View Eligibility Order Id Card Book of Business				
viewing.	Manage Your Book, Guote, & Enroll V	eBroker Broker Home				
	Sentara Health Plans	🗠 Contact Us 🖉 🛓 Hello, 🛄 🗸 🗸				
	eBroker	View Eligibility				
	AT	Search by Member				
	Commercial Broker Services: 1-866-927-4785	If you are looking for Medicare Member Eligibility, please select "Medicare" option from the Line of Business dropdown below.				
	Sentara Broker App Assistance: 1-844-680-9808	For the best results for Commercial, you must beect a gridup from the Gridup humber inits and enter the Member ID or Member SSN or complete as much of the first and list name as possible. The more information entered in the "Member Last Name" field, the more specific the search will be.				
	Sentara Broker Support Line: 1-888-402-2606	It is not necessary to complete the entire form.				
	볼 Member ^	Line Of Business				
	View Eligibility	Commercial				
	Order Member ID Card	Group Number				
	Manage Your Book, Quote, & Enroll 🗸					
	Commission	Enter Policy ID				
	Commission	OR				
	Help & Support	Member ID				
		Enter Member ID				







Select the "Members Tab" on the far right side of the	Sentara' Home Manage Your Book Manage Your Quotes More V I Text Broker 1				
Broker Account options.	Broker Account Printable View				
	Details Opportunities Group Contacts Applications Contracts Sub Groups Group Classes Members				
	Broker Account Name     Status       Vermillion LLC     Active       Type     Customer Account       Customer Account     Vermillion LLC       Market Segment     Effective Date       Small Group     Epiration Date				
A Membership list will appear.	Broker Account Vermillion LLC				
	Details Opportunities Group Contacts Applications Contracts Sub Groups Group Classes Members				
	Members				
	Add text here				
	Snow Active Memoer only				
	Download Members				
	First Name Last Name Gender DOB GroupClass Membership Id Effective D				
	Beatrice Storm Female All Employees 12365478*01 2025-04-0				
	EMPLOYEE BA1 Female All Employees 2024-01-2				
	EMPLOYEE BA1 Female All Employees 2024-01-0 CHILD BA1 Female All Employees 2024-01-0				
Cale ating a the "Deversion of					
Members" option will	Sentara Health Plans Home Successfully Downloads C.csv File downloaded successfully BrokerMembers (6),csv Come file				
Excel file.	Broker Account Vermillion LLC				
	Details Opportunities Group Contacts Applications Contracts Sub Groups Group Classes Members				
	Members				
Show Active Member only					
	Download Members				
	First Name Last Name Gender DOB GroupClass Membership Id Effective D				







<ol> <li>You are now on the Quote page.</li> <li>At the bottom of the page is the Files section.</li> <li>The Proposal Document is in the Files section. Click on the Proposal Document name to open the file.</li> <li>If there is no File, use the Generate Proposal button to create a Proposal.</li> </ol>	Concrists Proposal Close Quote Quote Number Quote Number Quote Number Close Quote Quote Number Close Quote Quote Number Close Quote Quote Number Close Quote Phal Review New Business Sold Closed Related Details C Product Une Items (1) C Product Details C Product Number Closed Cl
The <b>Proposal</b> 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 OrginalPlans: 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 <b>Membership</b> page in the proposal. Here you will find the <b>Member Name, DOB,</b> <b>Gender, Employee Tier,</b> <b>Current Plan, and Zip</b> <b>Code.</b> If they exist <b>Member</b> <b>Dependents</b> are located here.	Sentara* Health Plans       4417 Corporation Lane Virginia Beach, Virginia 23462 Ph:(757)252-8503         Membership       Intervention of the sentence of the sent







1. Start on the Quote Page.					
2. Click on the <b>Details</b> tab.	Quote Quote DWMM G Test Group12 10/11/2023 Test A Broker1	Accept Quote			
3 Scroll down and click on					
5. Octoir down and click on	Quote Number         Expiration Data         Opportunity ID         Status         Type           00080690         9/30/2024         Renewal - 10/11/2023 - DVMI LG Test Group12         Prospect         Renewal				
the link in the <b>Census</b>					
field.	Prospect In Review Fir	nal Review Closed Sold			
	Details Related				
	Quote Number 00080650	Effective Date 10/1/2023			
	Quote Name DWM LG Test Group12 10/11/2023 Test A Broker1	Expiration Date 9/30/2024			
	Opportunity Name Renewal - 10/11/2023 - DWM LG Test Group12	Renewal Month October			
	Account Name DWMLG Test Group12	Overall Composite Rate Change			
	Funding Type Fully Insured	Overal Age-Banded Rate Change 2.58%			
	Merket Segment Small Group	Status Prospect			
	Contact Name	Status Reason			
	Sales Rep 🏘 Ken York	Status Supporting Reason			
	Total Number of Employees 10	Census DVWM LG Test Group12			
	Eligible Number of Employees 10	Type Renoval			
The <b>Canaus</b> name diaplays					
The <b>Census</b> page displays.	Sentara: Home Manage Your Book Manage Your Quotes Mor	re 🗸 🖡 Test Brokerl 😫			
Click on <b>Census Members</b> .					
	DWM LG Test Group12	Printable View			
	Details Census Members				
	Census Name 🕞 DWM LG Test Group12	Effective Date 10/11/2023			
	Group DWM LG Test Group12	End Date			
	Status Active				
	✓ Employee Data				
	Total Employees	No, Full Time 0			
	No. Employee Only 1	No, Pert Time 0			
1 Click View All to display					
I. Click View All to display	Census DWM IG Test Group12	3 Printable View			
all Members.					
2. Member into displays.	Details Census Members				
3. Click on <b>Printable View</b> .	Census Members (1)				
	Name First Name L	Last Name Birthdate			
Note <sup>.</sup> This sample <b>Group</b>		Spain 3/7/2009			
only has one member					
The Member into document	Broker				
displays.	DWM LG Test Group12				
	Census Name DVIM LG Test Group12 Group DVIM LG Test Group12	Effective Date 10/11/2023 End Date			
The Group/Plan number	Status Active				
and Mombor ID number do	Total Employee 1 No. Employee 1 No. Employee 1	No. Fuil Time 0 No. Part Time &			
	No. Employee + Child 0 No. Employee + Spose 0	No. TEB 0.0 No. Cobra 0			
not display. This functionality	No. Employee + Children 0 No. Employee + Family 0	No.Declined 0			
is under development.	Census Members s4IBK00000Eya5				
	- ditivate Anti- Latitarie Spain Bittada 37/2009 Address 12/INDEPENDENCE BLVD.				
	No. Dependenti o No. Dependenti o Postal Code 23455 Primary Memori Identifici Oblikoment4QAB				







1. Navigate to the <b>Broker</b>		
Account page	S Sentara' Home Manage Your Book Manage Your Quotes More V	🜲 Test Broker1 🙆
2 Click on <b>Contracts</b>	Health Plans	
	Bloker Account Candys Candy	Printable View
3. Click on <b>Contract</b>	2	
Number	Details Opportunities Group Contacts Applications Contracts Sub Groups	
	Contracts (1)	
	Contract Name Status Contract Start Date	
	Draft 9/1/2023	
		View All
<ol> <li>The Contract page</li> </ol>		
displays	Sentara' Home Manage Your Book Manage Your Quotes More ✓	• O
2 Click on the <b>Dian</b> teh		
	Contract 0006/113 Us	
<ol><li>Click on the desired</li></ol>	Account Name Status Contract Type Contract Start Date Contract End Date QE Tier	
Plan	Activated Renewal 12/1/2022 11/30/2023 S1T	
	Details Plans	
	Plans (3)	C New
	Name 3 Status Type Plan Number Pharmacy Code	
	Optima Vantage Gold 1500/25/20% Rx Ded Direct Active Medical 25969 5G2022/CAC112	<b>v</b>
	Optima Vantges Gold 2000/25/30% Direct Active Medical 25968 SG2022/CAC082	<b>V</b>
	Optima Kos Design silver 2000/30/16 kit Deb Direct. Active Medical 20401 502022/CAC232	
		View All
Now on the Quote Plan		
nage click the <b>Related</b> tab	Sentara	•
page, click the <b>related</b> tab.	Health Plans	
	Group Pun Contract Antage Gold 2000/25/30% Direct	Printable View
This will bring up the list of		
Members with their Name	Details Related	
Conder DOB Croup Class	Members	
Gender, DOB, Group Class,	First Name J Last Name Gender DOB GroupClass Membership Id	Status
Membership ID, and Status.	Male March 16, 1982 All Employees	Active
You can also see	Male November 7, 2018 All Employees Male February 7, 2017 All Employees	Active
Donondonts here	Male July 18, 2021 All Employees	Active
Dependents nere.	Female October 30, 1990 All Employees	Active