WELCOME TO PREMERA'S MEDICARE ADVANTAGE PORTAL

Premera’s ProducerView is our online portal that will allow you to manage all your Medicare Advantage (MA) business. From with ProducerView, you can view your current clients as well as your commission transactions. If you have any questions, please contact your FMO or email medicaresupport@premera.com.

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CREATING AN ACCOUNT

Premera’s ProducerView system is accessed via single sign on through Premera’s Producer Portal. When you sign into the producer portal, you have access to all our tools without having to login separately. If you do not have an existing MA account for the producer portal, you will need to create one.

To set up a new account

Navigate to premera.com and click on the ‘Sign In’ button in the upper right corner.

Click on Producer and then ‘Manage my Premera business’.

This will take you to the Producer Log In screen. To create your account, click on ‘Create new account now’ below the login box.

On the Create New Account screen, fill in your name and email address. If you have an account for Medicare Supplement, you will need to use a different email address for MA.

For your user ID, you must use your 9-digit MA writing number as your user ID. This is a critical step, not using your writing number will cause a delay in processing your registration.
Create a password, select your security questions and create the answers and then click the ‘Continue’ button.

At this point you will receive an email from noreply@premera.com with your User ID and information on resetting your password. Please do not reply to this email with questions as it is auto generated.

To complete your registration, you must click the ‘Log In’ button on the next screen.

From the Producer Log In screen, enter your user ID (your MA writing number) and password then click on the ‘Secure Log In’ button.
Complete your name and your agency name. If you work under an FMO, please list the FMO in the Agency Name box. Read our Terms and Conditions by clicking on the orange Terms and Conditions link. Once you have done so, click the check box next to ‘I agree to Terms and Conditions’, then click on the ‘Request Access’ button to complete your registration.

Please allow up to two business days for your secure producer access to be approved. You will receive a second email from noreply@premera.com when you have been approved.
LOGGING INTO THE SYSTEM

Premera’s ProducerView system is accessed via single sign on through Premera’s Producer Portal. To log into the portal please navigate to premera.com in one of the following browsers:

- Google Chrome (preferred)
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

*Do not use Internet Explorer as it is not supported

Click on the ‘Sign In’ button in the upper right corner.

Click on Producer and then ‘Manage my Premera business’.

This will take you to the Producer Log In screen. Enter your user ID (your MA writing number) and password then click on the ‘Secure Log In’ button.

💡 Tip: bookmark the login page for easy access in the future.
ACCESSING PRODUCERVIEW
Once you have logged into the Producer Portal, you have access to all Premera’s tools. In addition to using ProducerView, you can also access our online Shop & Enroll tool to electronically enroll your clients, look up information about our products on our producer page and find other resources such as commonly used forms.

To access ProducerView, click on either ‘Medicare Advantage’ on the left-hand menu or on ‘ProducerView website’ under the Medicare Advantage section on the center of the page.

Click on the blue ‘Go to ProducerView’ button to access the system.

PRODUCER BOOK OF BUSINESS
From ProducerView, you can view your book of business online as well as downloading it. When you first log in to ProducerView, you will be taken to the home screen. Here you will have the menu and favorites. Please see the section below on setting favorites.
To view your book of business, click on ‘Reports’ on the left-hand menu. This will expand the menu giving you the options to view your PDF Book of Business or Excel Book of Business.

**PDF Book of Business**

To view or print your book of business in pdf format, click on ‘Reports’ and then ‘PDF Book of Business’. Depending on the size of your book of business, it might take a minute for your report to display. While it is loading, you will see a pop up that tells you the report is being generated.

There are two options for exporting this report, send or save.

To send the report via email*, click on the ‘Send’ button at the top of the screen. This will open a pop box. Here you can enter the recipients email address, pick the attachment type (comma separated (.csv), word document (.doc), PDF, or excel (.xls or .xlsx)) and enter an optional message. Once you have done this, click the ‘Ok’ button to send the email. Click on the ‘Cancel’ button to exit without sending.
*Due to the amount of protected personal information (PPI) in this document, this should only be emailed to your own email or those with the right to view the information included.

To download the report, click on the ‘Save’ button at the top of the screen. This will give you format options to select from: comma separated (.csv), word document (.doc), PDF, or excel (.xls or .xlsx). Click on your chosen format and the report will automatically download. Click on the ‘Cancel’ button to exit without saving.

To download to PDF or to print a hard copy of the report, use the down arrow or the printer icon in the upper right corner of the report. Clicking on one of these will bring up the option to save or print. You can then choose the location to save or printer you’d like to use.

Excel Book of Business

To download your book of business in excel, click on ‘Reports’ and then ‘Excel Book of Business’. Depending on the size of your book of business, it might take a minute for your report to display. While it is generating, you will see a pop that tells you the report is running.
Like the PDF book of business, there are two options for exporting this report.

To send the report via email*, click on the 'Send' button at the top of the screen. This will open a pop box. Here you can enter the recipients email address, pick the attachment type (comma separated (.csv), or excel (.xls or .xlsx)) and enter an optional message. Once you have done this, click the 'Ok' button to send the email. Click on the 'Cancel' button to exit without sending.

*Due to the amount of protected personal information (PPI) in this document, this should only be emailed to your own email or those with the need to view the information included.

To download the report, click on the 'Save' button at the top of the screen. This will give you two format options to select from: comma separated (.csv) or excel (.xls). Click on your chosen format and the report will automatically download. Click on the 'Cancel' button to exit without saving.
COMMISSION TRANSACTIONS

Commission transactions are viewed through the Transaction History.

To see view individual transactions, click on 'History' on the left-hand menu. This will expand this menu. Click on 'Transaction History'.

This will open a search screen with all of your paid transactions. To narrow your search, you can enter information into any of the search boxes. A commission payment will show as one transaction, while a charge back will be a separate transaction.

- **Producer ID** – does not apply, your view is set to your producer ID
- **Process period** – search for payments by payment month; enter the 1st of the month to search (e.g., 1/1/2021 for payments made in January)
- **Premium period** – search for payments by effective month; enter the first of the month to search (e.g., 3/1/2021 for payments effective in March)
- **Subscriber ID** – search for payments by specific member
**LETTER HISTORY**

When a producer's license is within 60 days of expiring in our system, we will start sending notification emails requesting that they send either you or us their updated license. You can view the letters we have sent to your agents by clicking on 'History' on the menu on the left-hand menu. This will expand this menu. Click on 'Letter History'.

![Letter History Image]

**SETTING FAVORITES**

For quick access to your most used items, you can set favorites and they will then appear on your home screen.

To set a favorite, navigate to the report or feature you'd like to favorite. Click on the star in the upper right-hand corner.

![Setting Favorites Image]

When the star is blue, that report has been favorited and will appear on your home screen.