

Premera's ProducerView

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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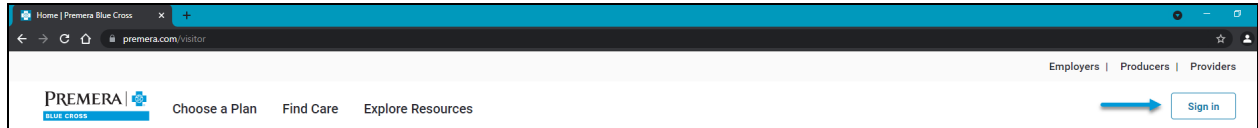
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CREATING AN ACCOUNT

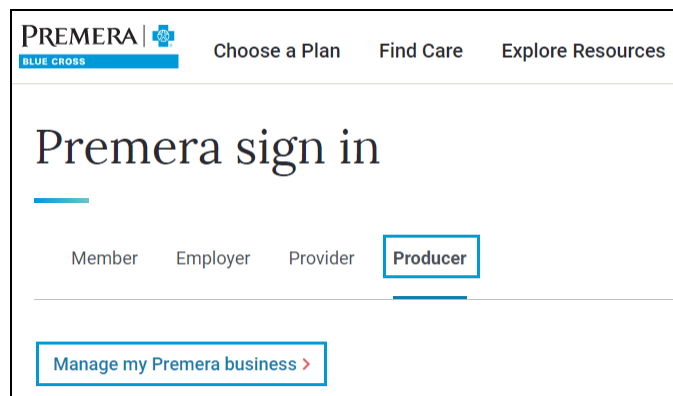
Premera's ProducerView system is accessed via single sign on through [Premera's Producer Portal](#). When you sign into the producer portal, you have access to all our tools without having to login separately. If you do not have an existing MA account for the producer portal, you will need to create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

To set up a new account

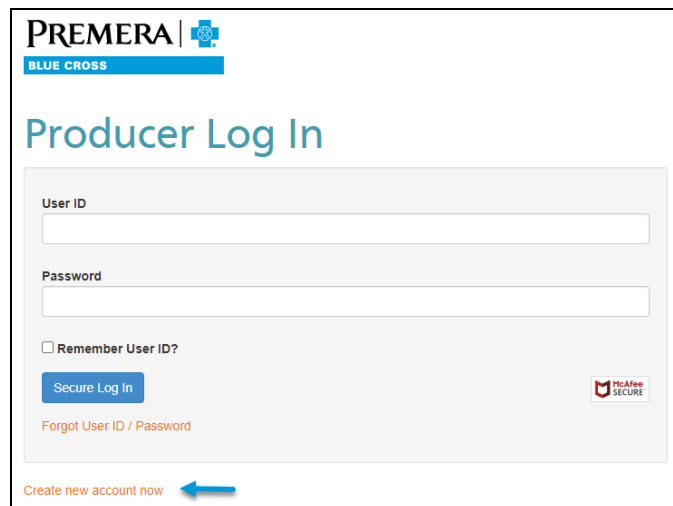
Navigate to premera.com and click on the 'Sign In' button in the upper right corner.



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 New Account

Name

First name Last name

Account Email

Email address Confirm Address

We will never sell your email address. View our Notice of Privacy Practices for Alaska or Washington and other states and our website Terms and Conditions for Alaska or Washington and other states.

Account Login Information

Create User ID

9 digit MA Writing Number ONLY

6-20 characters. Letters, numbers, and some special characters allowed.

Create a password, select your security questions and create the answers and then click the 'Continue' button.

Create Password **Confirm Password**

8-30 characters (case sensitive). Must contain at least 1 uppercase letter and 1 number. Special characters are allowed.

Security Questions

Question 1
 Answer 1

Question 2
 Answer 2

←

Clicking "Continue" signifies you have agreed to our Terms and Conditions for Alaska or Washington and other states.

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.

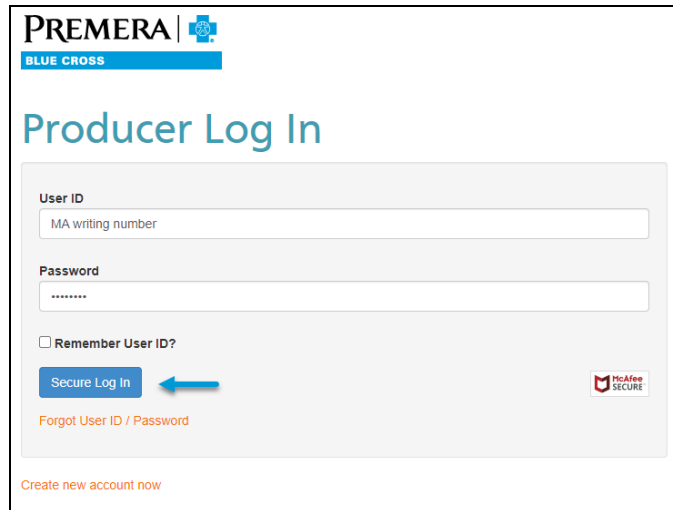
Create New Account

Confirm Log In

Account Creation Successful! Please log into your new account on our website or app.

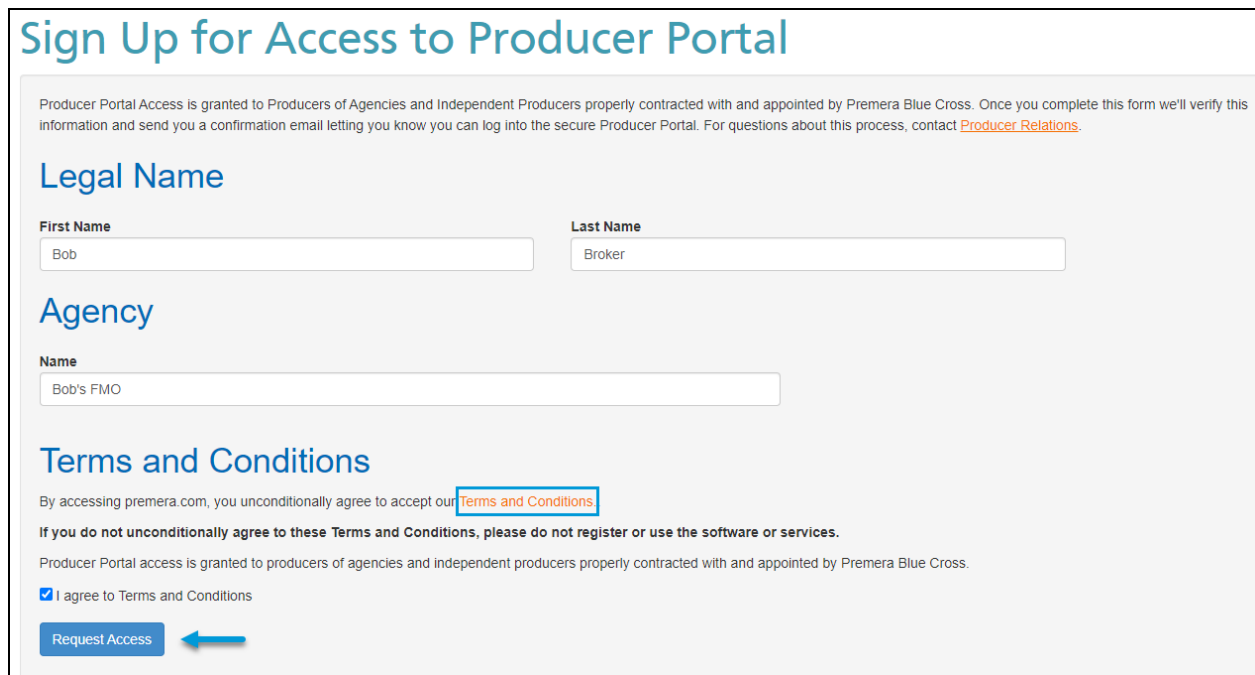
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From the Producer Log In screen, enter your user ID (your MA writing number) and password then click on the 'Secure Log In' button.



The image shows the 'Producer Log In' page for Premera Blue Cross. At the top left is the Premera Blue Cross logo. The main heading is 'Producer Log In'. Below this is a form with the following elements: a 'User ID' field with the placeholder text 'MA writing number'; a 'Password' field with masked characters '*****'; a checkbox labeled 'Remember User ID?'; a blue 'Secure Log In' button with a blue arrow pointing to it from the right; a link for 'Forgot User ID / Password'; a McAfee Secure logo; and a link at the bottom for 'Create new account now'.

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.



The image shows the 'Sign Up for Access to Producer Portal' page. It features a heading 'Sign Up for Access to Producer Portal' and a paragraph of introductory text. Below this are three sections: 'Legal Name' with 'First Name' (containing 'Bob') and 'Last Name' (containing 'Broker') fields; 'Agency' with a 'Name' field (containing 'Bob's FMO'); and 'Terms and Conditions' with a link to 'Terms and Conditions', a warning statement, and a checked checkbox for 'I agree to Terms and Conditions'. At the bottom is a blue 'Request Access' button with a blue arrow pointing to it from the right.

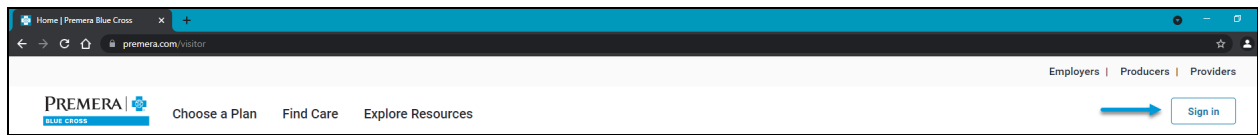
Please allow up to two business days for your secure producer access to be approved. You will receive a second email from noreply@premera.com when you have been approved.

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.

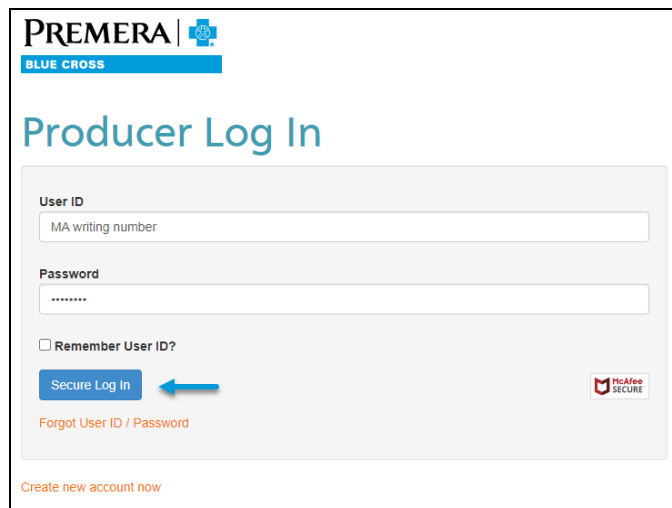


Click on Producer and then 'Manage my Premera business'.



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.

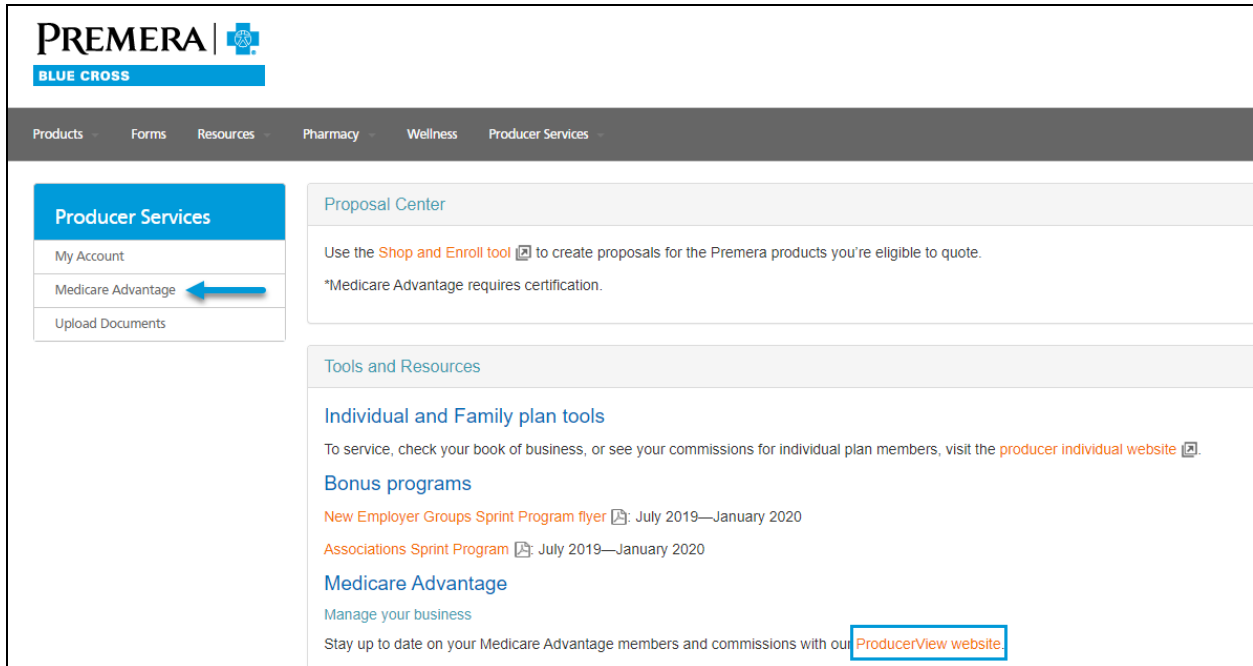
💡 Tip: bookmark the login page for easy access in the future.



ACCESSING PRODUCERVIEW

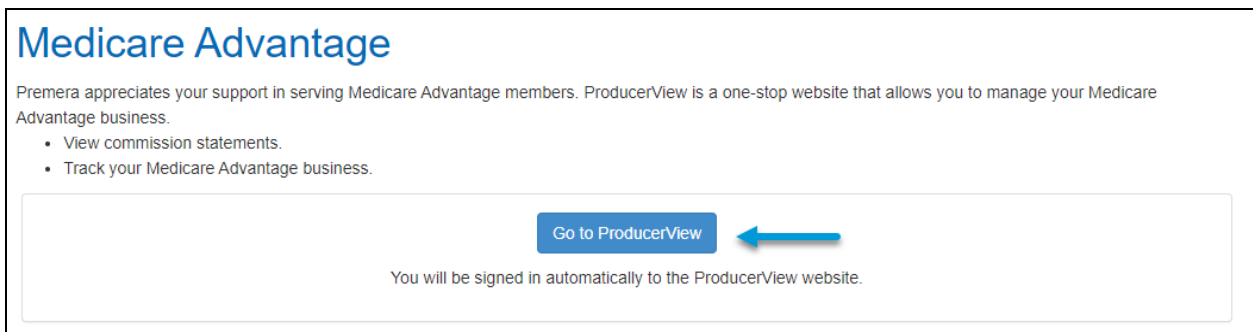
Once you have logged into the Producer Portal, you have access to all Premera's tools. In addition to using ProducerView, you can also access our online Shop & Enroll tool to electronically enroll your clients, look up information about our products on our producer page and find other resources such 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.



The screenshot shows the Premera Blue Cross Producer Services dashboard. The top navigation bar includes 'Products', 'Forms', 'Resources', 'Pharmacy', 'Wellness', and 'Producer Services'. The left-hand menu under 'Producer Services' has 'Medicare Advantage' highlighted with a blue arrow. The main content area includes a 'Proposal Center' section with a 'Shop and Enroll tool' link and a note that Medicare Advantage requires certification. Below that is a 'Tools and Resources' section with links for 'Individual and Family plan tools', 'Bonus programs' (including 'New Employer Groups Sprint Program flyer' and 'Associations Sprint Program'), and 'Medicare Advantage' (including 'Manage your business' and 'ProducerView website', which is highlighted with a red box).

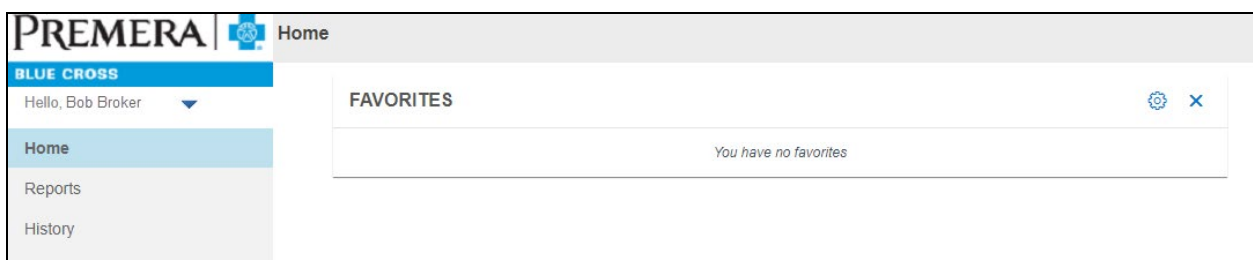
Click on the blue 'Go to ProducerView' button to access the system.



The screenshot shows the Medicare Advantage page. It features a heading 'Medicare Advantage' and a paragraph stating 'Premera appreciates your support in serving Medicare Advantage members. ProducerView is a one-stop website that allows you to manage your Medicare Advantage business.' Below this are two bullet points: 'View commission statements.' and 'Track your Medicare Advantage business.' A blue 'Go to ProducerView' button is highlighted with a blue arrow. Below the button, it says 'You will be signed in automatically to the ProducerView website.'

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.



The screenshot shows the Premera Blue Cross ProducerView home screen. The top navigation bar includes 'PREMERA BLUE CROSS' and 'Home'. The left-hand menu shows 'Home', 'Reports', and 'History'. The main content area shows a 'FAVORITES' section with the message 'You have no favorites'.

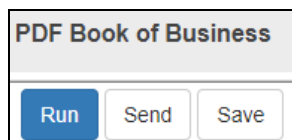
To view your book of business, click on 'Reports' on the left-hand menu. This will expand the menu giving you the options to view your PDF Book of Business or Excel Book of Business.



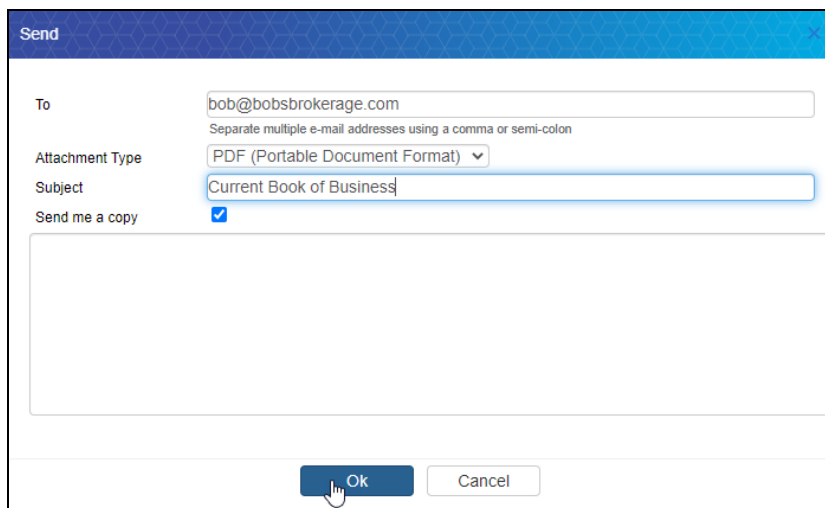
PDF Book of Business

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.

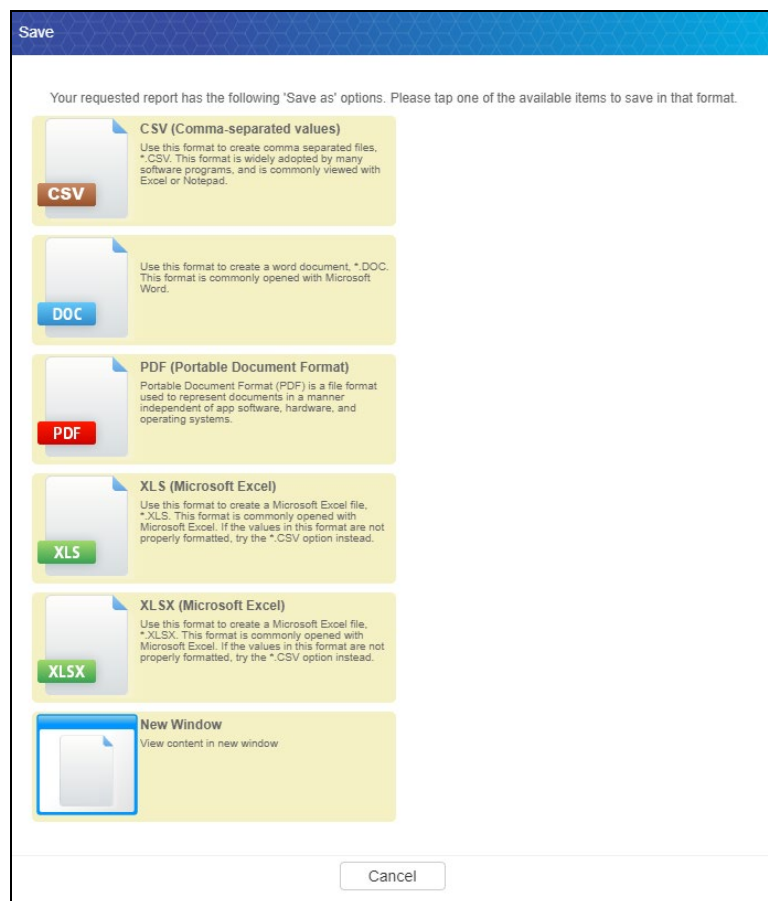


To send the report via email*, click on the 'Send' button at the top of the screen. This will open a pop box. Here you can enter the recipients email address, pick the attachment type (comma separated (.csv), word document (.doc), PDF, or excel (.xls or .xlsx)) and enter an optional message. Once you 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.



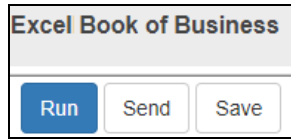
To download to PDF or to print a hard copy of the report, use the down arrow or the printer icon in the upper right corner of the report. Clicking on one of these will bring up the option to save or print. You can then choose the location to save or printer you'd like to use.



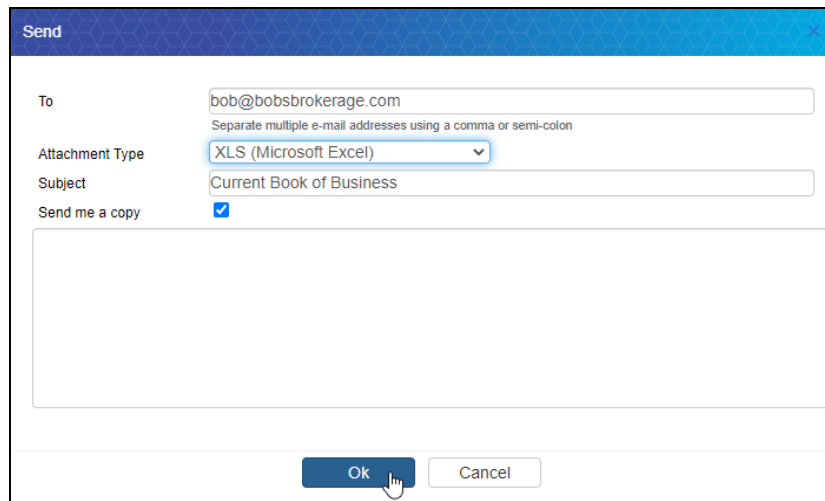
Excel Book of Business

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.

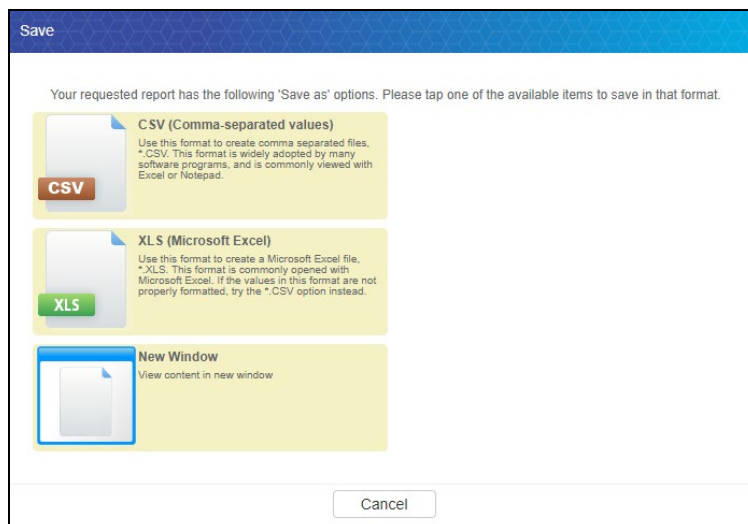


To send the report via email*, click on the 'Send' button at the top of the screen. This will open a pop box. Here you can enter the recipients email address, pick the attachment type (comma separated (.csv), or excel (.xls or .xlsx)) and enter an optional message. Once you have done this, click the '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.

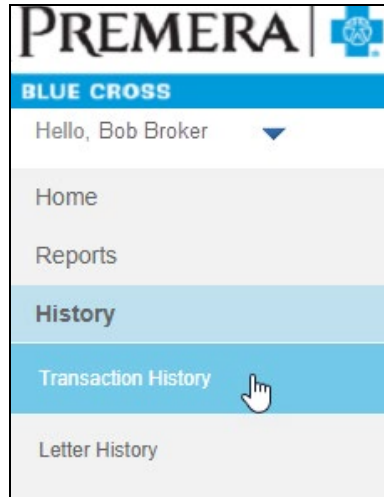
To download the report, click on the 'Save' button at the top of the screen. This will give you two format options to select from: comma separated (.csv) or excel (.xls). Click on your chosen format and the report will automatically download. Click on the 'Cancel' button to exit without saving.



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'.



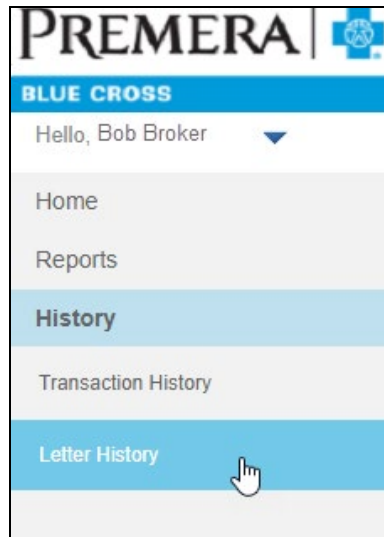
This will open a search screen with all of your paid transactions. To narrow your search, you can enter information into any of the search boxes. A commission payment will show as one transaction, while a charge back will be a separate transaction.

A screenshot of the 'Transaction History' search form. The form has a light gray background and a title 'Transaction History' in bold. It contains four search boxes: 'Producer ID:', 'Process Period:', 'Premium Period:', and 'Subscriber ID:'. Each box has a small gray square with three dots to its right. At the bottom of the form, there are two buttons: 'Search' (in blue) and 'Clear' (in white).

- 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

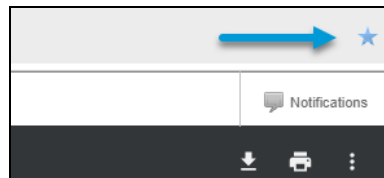
When a producer's license is within 60 days of expiring in our system, we will start sending notification emails requesting that they send either you or us their updated license. You can view the letters we have sent to your agents by clicking on 'History' on the menu on the left-hand menu. This will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



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.



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

