

ProducerConnect

SUMMARY AND FAQ

Overview

ProducerConnect is the new producer-facing portal that will bring key business information, tools, resources, and support together in one convenient location, making it easier to manage your business with Premera. Use this FAQ to learn what to expect, how to get started, and where to find help.

What is ProducerConnect?	ProducerConnect is Premera's producer-facing portal. It brings book-of-business and client information, profile and account tools, resources, support, and links to connected services into one place. The information and actions you can access depend on your role, permissions, and line of business.
What can I do in ProducerConnect?	Depending on your role, permissions, and line of business, you can view dashboards and profile information; search your book of business and client details; manage eligible agency users; access Resources & Learning and support information; and open connected tools such as InsightReporter. Commission-statement access is planned for specifically authorized agency users (available in Q1 2027).
How do I access ProducerConnect?	If you are an Agency Admin or producer, use the registration email sent to you to set up your ProducerConnect account. Open the link in the email and follow the instructions to create your account and sign in. If you have already registered, go directly to the ProducerConnect sign-in page. https://www.producerconnectgo.com
What about the transition from old to new portal?	The legacy Producer Portal is planned to remain available through Q1 2027 so Alaska small-group producers can continue using Rapid Rate. The formal ProducerConnect launch for Group and Medicare Supplement producers is planned for February 2027, with selected users participating in earlier onboarding and soft-launch activities. These dates are planned and may change.

How do I add someone from my team to ProducerConnect?	Agency Admin, Producer Admin, and Sales users with the appropriate Manage Account permission can add an Agency Account Manager. In ProducerConnect, open Manage Account and follow the prompts to add the user. To add a producer or a new Agency Admin, contact ProducerRelations@premera.com.
How do I reset my password?	On the ProducerConnect sign-in page, select Forgot Password / Unlock Account. Follow the prompts to verify your identity, then check your registered email address for reset instructions. After you create a new password, return to the sign-in page and sign in. More information is available in the User Guide.
Who do I call if I am having trouble logging in?	First, select Forgot Password / Unlock Account on the ProducerConnect sign-in page and follow the email instructions. If you still cannot sign in, contact the Help Desk using the current contact information in the ProducerConnect support materials. Be ready to provide your name, role, registered email address, and the error message you received.
What browser or device is recommended for using ProducerConnect?	ProducerConnect can be used on a desktop, laptop, tablet, or phone and is supported in major web browsers. For the best experience, use the current browser version. If a page does not display correctly, refresh the page or try another supported browser before contacting support.
How do I reset MFA or two-factor authentication?	For external users: attempt MFA verification again, if MFA fails multiple times, then the account may become locked. Select Forgot Password / Unlock Account and follow those directions. For internal users: Contact the Premera help desk. Int / Ext: If MFA verification fails multiple times, your account may become locked. Select Forgot Password / Unlock Account on the login screen. Follow the prompts from Auth0 to verify your identity. Check your registered email address for the recovery or unlock instructions. Complete the recovery process and sign in again.

How do I update my profile info?	Email ProducerRelations@premera.com and describe exactly what needs to change. Include your full name, agency or company, NPN or producer ID if available, current contact information, and the corrected information. Confirmed updates should appear in ProducerConnect within 72 hours.
How do I find my producer ID or account number?	For Producers, Agency Admins or Agency Account Managers: Open your Profile page in ProducerConnect. Your producer ID or account number is displayed with your profile information. If it is missing or appears incorrect, contact ProducerRelations@premera.com .
I don't see a client, what do I do?	First, search the Book of Business page by client name or ID and clear any filters that may be hiding the client. If the client still does not appear, contact your Premera Sales or Account Manager to confirm the client's status and whether you should have access.
Where do I find my WA small group book of business?	Washington small-group book-of-business information is available in Benefitfocus and will soon be available in Producer Connect. Open Benefitfocus to view the information. If you need a list and cannot access Benefitfocus, contact your Agency Admin.
How do I correct information at the client detail level?	Contact your Account Manager and identify the client and the specific information that is incorrect. They can coordinate corrections. After the source information is updated, the change should appear in ProducerConnect within 24 hours.
Where do I find policy, plan, or benefit information for clients?	On the Book of Business page, find the client and select the Details Page link. The client details page contains the available policy, plan, and benefit information.
How do I search for a client or book of business by name or ID?	On the Book of Business page, use the search field at the top of the list to search by client name or ID. You can also filter or sort individual columns to narrow the results. Clear the search and filters to return to the full list.
Who do I contact for appointment / license questions?	If you work through an agency, contact your agency first about appointment questions.

	Agencies and direct producers can email ProducerRelations@premera.com for help with licensing or appointments. Include the producer's full name, NPN, state, and a brief description of the request.
I need help with payments or commissions.	If you work through an agency, contact your agency first about commission questions. Producers or agencies paid directly by Premera or a Premera family company should email ProducerRelations@premera.com. Include the producer or agency name, payment period, and a description of the issue; do not send sensitive banking information by email.
Where can I view commission statements or payment history?	Commission statements are planned for ProducerConnect but are not yet available. When the feature is delivered, specifically authorized agency users will be able to search, view, download, and print current and historical statements. Until then, continue using the current PNC/ECHO support process for commission-statement and payment-history questions.
How do I access InsightReporter within ProducerConnect?	If you have large group business, an InsightReporter link appears on both the Large Group Dashboard and the Large Group Book of Business page. Select either link to open InsightReporter. The link may be visible even if you do not have access; you must have the employer's permission before you can view its data.
How do I add a producer contact?	Agency Administrators can add Agency Account Managers in the Manage Account section of ProducerConnect. Open Manage Account, choose the option to add a user, enter the required information, and submit the request. To add a producer or another Agency Admin, contact ProducerRelations@premera.com.
What happens if I change agencies?	Notify ProducerRelations@premera.com or your Premera Account Manager when you change agencies. Include your full name, NPN or producer ID, previous agency, new agency, and effective date. They will explain any required updates and how the change may affect your ProducerConnect access and book of business.

Where do I find sales materials?	In ProducerConnect, open Resources & Support to find sales materials organized by offering. Select the relevant offering to view the available materials.
Where do I find ProducerConnect training materials?	Open the "Resources and Support" in ProducerConnect and select any of the "Helpful Contacts" buttons. You'll be linked to a support page - the User Guide and FAQ are available there. Use the user guide for step-by-step instructions and the FAQ for answers to common questions.
How do I report a technical issue, such as the site down or something not working correctly?	First, refresh the page and try the action again. If the problem continues, contact the Help Desk using the current contact information in the ProducerConnect support materials. Include your name, role, browser and device, the page or feature affected, the time of the issue, the exact error message, and the steps that led to it. Do not include sensitive client information in screenshots or email.
I forgot the email address I used for ProducerConnect. How do I recover it?	On the sign-in page, select Forgot Email and choose your role. Producers should enter their first name, last name, and NPN to retrieve the matching email address. Agency Account Managers should contact their agency. Agency Admin users should contact Their Account Manager.
What happens to a book of business when a producer becomes inactive?	An inactive producer cannot sign in to ProducerConnect. Group business is normally reassigned to another producer. Agency Admin, Agency Account Manager, Sales, and Producer Admin users continue seeing an active book of business while reassignment is pending.
What do I do if I need to get appointed?	Email ProducerRelations@premiera.com for help becoming appointed. Include your full name, NPN, agency or upline, state, products or lines of business, and contact information. Producer Relations will provide the requirements and next steps.
What do I do if I'm a new Agency Admin?	Email ProducerRelations@premiera.com and explain that you need to be set up as a new Agency Admin. Include your full name, agency name, NPN if applicable, email address, phone number, and any other information requested. Producer Relations will confirm the required setup steps.

What are the user roles in ProducerConnect?

ProducerConnect has five user roles: Producer Admin, Sales, Agency Admin, Producer, and Agency Account Manager. The pages and actions available to you depend on your role and permissions. See the ProducerConnect user guide for details.
