

## Accessing Your Book of Business Report

Several years ago, we created a new process to provide brokers with a self-service tool using Univera on Demand (UOD). This allows you to better manage your book of business during the Individual Market Open Enrollment period.

Please work with the staff member(s) in your office responsible for pulling commission reporting to start the process.

- 1) Access your monthly Broker Book of Business (BOB) report, which will provide you with "active" subscriber names and subscriber ID numbers.
- 2) Review your own list of active members to obtain HIOS Plan ID# and county/zip code.
- 3) Go to the UOD broker tool and download your plan options for your individual market clients.

## Obtaining your book of business

1. Log into our website as a broker: <https://broker.univerahealthcare.com>
2. Click on "Login/Register"
3. Click on "Register & Create an Account"
4. Click create your account under Commission Administrator (Agency Manager)
5. Enter required information in required fields
6. Follow the instructions on this page to obtain your book.

## How to Validate the Information

1. Click on the link for Univera On Demand on the broker home page [or click here](#)
2. Click on "Individuals & Families"
3. Enter in the client's ZIP code or select the appropriate county.
4. Click on "Shop by Medical Plan" and then "See all Plans" for information on each product, including rates.
5. For additional sales questions regarding specific client; call 888.576.6574



If you have any questions regarding the Individual Market, please use the following contact information:

- Need help selecting the best product for your clients? Our representatives are available to help assist you. We can assess financial aid eligibility, answer product questions, and conduct needs-based analysis to help you determine the best product for them.
  - Call 888-576-6553
    - Monday-Thursday 8:00 am – 8:00 pm
    - Friday 9:00 am – 8:00 pm
    - Saturday 9:00 am – 1:00 pm
    - No Saturday hours after December 19, 2020
    - Closed holidays
- For Credentialing (Appointments) & Commission Inquiries: Email [BrokerContactsUnivera@univerahealthcare.com](mailto:BrokerContactsUnivera@univerahealthcare.com)
- For Questions Related to application status, member cards, bills, and more, call our Customer Care Center at 877-687-6651.

## 2020-2021 Updated Open Enrollment Timeline

New enrollments may be taken, for Individual Market, November 1, 2020 - January 31, 2021.  
Current Members wishing to renew or enroll in a different plan may do so November 16, 2020 - January 31, 2021.