

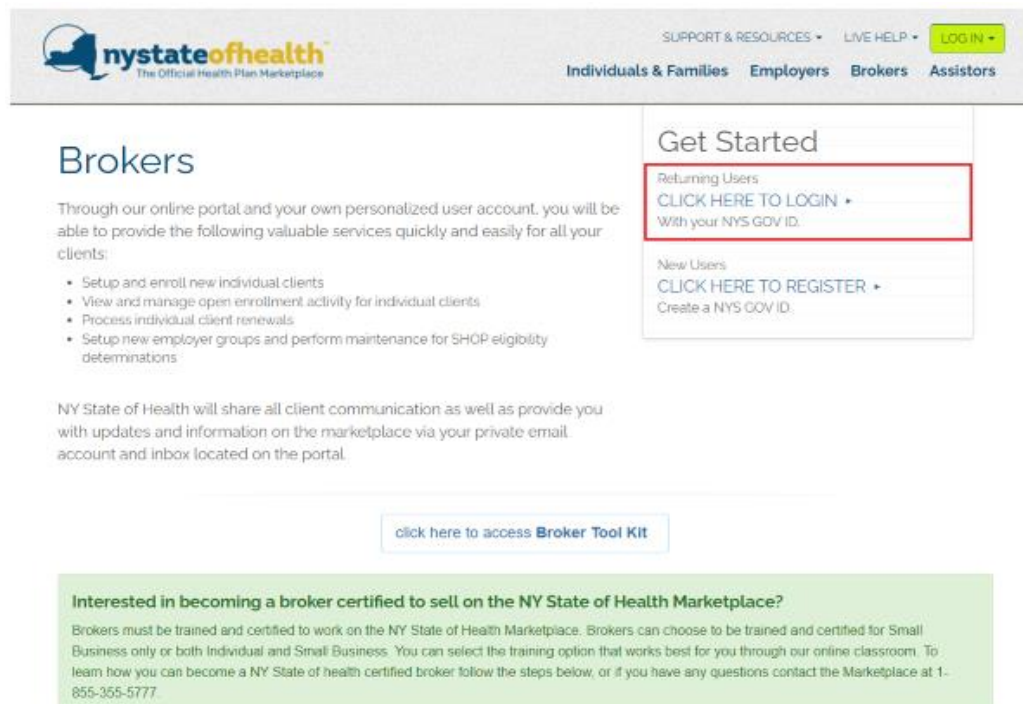
## How to Navigate the Broker Portal

This user guide is designed to better assist a Broker's understanding of navigating their Broker Portal and how to maximize the use of their dashboard.

1. Once the Certification Training courses are completed, log in to <https://nystateofhealth.ny.gov>. Click **Brokers** in the upper right-hand corner.



2. On the Broker Portal sign-on page, click **CLICK HERE TO LOGIN** with the newly created NY.Gov ID.



3. Once logged into the Broker Portal from the main NYSOH screen, the Broker *Overview* page displays. This page is one of seven tabs listed across the top of the screen.
  - The blue sections at the top of the screen contain the Broker's Account Number (AC#), License Number, NYSOH Certification Number, Expiration Date of NYSOH Certification, and the Broker's Status with the NYSOH.
    - The NYSOH Certification is printable by clicking the green **View** button. Follow the directions on the screen to print the Certification.
  - The tabs across the top of the screen will assist in navigating from page to page.

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License #: EIT2017   Certification #: S100140 View   Expiration: 2022-07-20   Status: Approved

Overview   My Profile   My Clients   My Inbox   Broker Authorizations   Address History   Useful Links

Welcome to NY State of Health Broker Overview Tab. This screen provides an overview of client accounts which may need your attention. To manage all of your accounts, please navigate to the "My Clients" tab. You may click on the tabs above to move around your dashboard. Please be sure to review each tab for important information.

Messages & Notices 4 4 of 4 messages | view all | collapse

**You have 4 unread notices in your Messages & Notices Inbox**

Notice Id	Subject	Type	Date
Notice1052	Broker Marketplace Termination	Notice	09/01/2019
Notice1026	Expired Broker Certification	Notice	08/01/2019
Notice1027	Recertification Reminder	Notice	06/12/2019
Notice1025	Welcome	Notice	03/29/2017

Employer Overview collapse

Employer Account ID	Employer Name	Eligibility Status	Status Date
No outstanding items to display.			
Results: 0 to 0 of 0 (last 6 mos.)		Results per Page: 10	← Previous   Next →

Individual Marketplace Overview collapse

Manual Renewal   Verification   Eligibility In-Progress   Plan Selection Needed   Communication Events

Renewal end date range: -- Select --

Show 10 entries per page ← Previous   Next →

Individual Account ID	Account Holder Name	Phone Number	Renewal LSC End Date
	Email Address		
No data available in table			
Showing 0 to 0 of 0 entries		← Previous   Next →	

4. The *Overview* tab will appear after logging in every time. There are three (3) sections on the screen above which always display expanded but can be collapsed by clicking on the small triangle to the left of the section title.

- *Messages and Notices* section will display the most recent notices that appear in the Broker's inbox. The full notice list can be found in the *My Inbox* tab.
- *Employer Overview* displays the Employers that have been updated in the last six (6) months. The Employer's *Account Number*, *Business Name*, *Eligibility Status* and *Date of Eligibility Status* will appear.
- *Individual Marketplace Overview* section displays individuals who are up for *Manual Renewal*, those awaiting *Verification*, and individuals whose *Eligibility* is *In-Progress*. It also displays individuals who are in progress under *Plan Selection Needed*, as well as *Communication Events*.

Please note Brokers whose Certification begin with SX will only have two (2) sections on their Overview – “Messages & Notices” and “Employer Overview”.

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Messages & Notices 4 of 4 messages | [view all](#) | [collapse](#)

**You have 4 unread notices in your Messages & Notices Inbox**

Notice Id	Subject	Type	Date
Notice1052	Broker Marketplace Termination	Notice	09/01/2019
Notice1026	Expired Broker Certification	Notice	08/01/2019
Notice1027	Recertification Reminder	Notice	06/12/2019
Notice1025	Welcome	Notice	03/29/2017

Employer Overview [collapse](#)

Employer Account ID	Employer Name	Eligibility Status	Status Date
No outstanding items to display.			

Results: 0 to 0 of 0 (last 6 mos.)      Results per Page: 10      [← Previous](#)    [Next →](#)

Individual Marketplace Overview [collapse](#)

Manual Renewal    Verification    Eligibility In-Progress    Plan Selection Needed    Communication Events

Renewal end date range: -- Select --

Show 10 entries per page      [← Previous](#)    [Next →](#)

Individual Account ID	Account Holder Name	Phone Number	Renewal LSC End Date
No data available in table			

Showing 0 to 0 of 0 entries      [← Previous](#)    [Next →](#)

5. The *My Profile* tab allows Brokers to manage their personal and professional information. The *Email Address* field cannot be changed here, users must contact the NYSOH Customer Service Center for email address changes. Brokers may also contact the Broker Support Mailbox at: [NYSOHBrokersupport@health.ny.gov](mailto:NYSOHBrokersupport@health.ny.gov).

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Overview
**My Profile**
My Clients
My Inbox
Broker Authorizations
Address History
Useful Links

▾ Manage Profile Information
collapse

<p><b>Personal Profile</b></p> <p>First Name: <input type="text" value="Christa"/> *</p> <p>Middle Name: <input type="text" value="Middle Name"/></p> <p>Last Name: <input type="text" value="Smith"/> *</p> <p>Suffix: <input type="text" value="None"/></p> <p><b>Contact Info</b></p> <p>Email Address: <input type="text" value="christa.baynard@health.n"/></p> <p style="background-color: #e6f2ff; padding: 2px; font-size: small;">To change Broker email address, please call Customer Service.</p> <p>Primary Phone Number: <input type="text" value="518"/> <input type="text" value="555"/> <input type="text" value="5777"/> x <input type="text"/> <input type="text" value="Cell"/> *</p> <p><input type="text" value="518"/> <input type="text" value="555"/> <input type="text" value="2132"/> x <input type="text"/> <input type="text" value="Work"/> <input type="button" value="Add Another Number"/></p> <p>Preferred Phone Number: <input type="text" value="Work"/> *</p> <p><b>Oversight</b></p> <p>Oversight Role:</p> <p>Primary OM:</p> <p>Secondary OM:</p> <p><b>Account Preferences</b></p> <p><input type="checkbox"/> Hide Profile from All Searches</p> <p><input type="checkbox"/> Hide Profile from Public Search</p> <p><input type="checkbox"/> Send me Client Renewal Reminder Notice</p>	<p><b>Legal Residence</b></p> <p>Address Line 1: <input type="text" value="13 Mann Ave"/> *</p> <p>Address Line 2: <input type="text" value="Address Line 2"/></p> <p>City: <input type="text" value="Rensselaer"/> *</p> <p>Zip: <input type="text" value="12144"/> *   State: <input type="text" value="NY"/></p> <p><b>Mailing Address</b>   <i>Same as residence</i> <input type="checkbox"/></p> <p>Address Line 1: <input type="text" value="1 Albany"/> *</p> <p>Address Line 2: <input type="text" value="Address Line 2"/></p> <p>City: <input type="text" value="Albany"/> *</p> <p>Zip: <input type="text" value="12144"/> *   State: <input type="text" value="NY"/></p> <p><b>Business Address</b>   <i>Same as residence</i> <input type="checkbox"/></p> <p>Address Line 1: <input type="text" value="1 Albany"/> *</p> <p>Address Line 2: <input type="text" value="Address Line 2"/></p> <p>City: <input type="text" value="Albany"/> *</p> <p>Zip: <input type="text" value="12144"/> *   State: <input type="text" value="NY"/></p> <p><b>Group Size</b></p> <p><input checked="" type="checkbox"/> Individual   <input checked="" type="checkbox"/> 2 - 10   <input checked="" type="checkbox"/> 11 - 25   <input checked="" type="checkbox"/> 25+</p>
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The *Account Preferences* section of the My Profile tab is used to set the parameters in which Brokers will appear in the public search.

- *Hide Profile from All Searches* - this functionality will hide the Broker from appearing in general searches. The Broker will not come up in direct searches, even by name. Customer Service will also not have the ability to locate a Broker with this selection using the Broker Search Tool.
- *Hide Profile from Public Search* - Hides a Broker from general public search results. However, if a user searches for the Broker by name, then the Broker will appear in the results list. This also still allows for a Broker to be assigned as a BOR for an individual or Employer.

You can select more than one county or language by holding down the control button when making your selection.

Counties List	Counties Served	Languages List	Languages Supported
	ALBANY ALLEGANY BRONX BROOME	Chinese French French Creole Italian	English

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Available Issuer List	My Issuer Affiliations
CDPHP CDPHP UBI EmblemHealth Empire Blue Cross (Medical Upstate)	Affinity Health Plan BlueCross BlueShield of Western New York BlueShield of Northeastern New York

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**Agency Affiliation:**  
 Enter Agency's License Number to add to your list.

Agency Name  Agency EIN (Tax ID)

Agency Affiliation

My Agency Affiliations	EIN/Tax ID	License No.	
SHOP	123456789	123456789	remove
testnew	123456987	test234	remove

**Can work Independently on the Marketplace**

*Please confirm that the information above, related to your NY State of Health certification and service details is accurate. This information will be displayed when potential clients are searching for a Broker, Navigator or Certified Application Counselor.*

**Save**

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**Reassign Clients** expand

- *Agency Affiliation* allows Broker's to add multiple Agencies and select which Agency the Business or Individual will be allocated under.
- *Reassign Clients* is a collapsed section at the bottom. Click the header to expand the section and reassign clients from one Agency to another, or to/from no agency, also called Direct Clients. See the User Guide "How to Reassign Clients" to learn more.

6. The *My Clients* tab is where all Employer and Individual clients may be added, managed, and deleted.

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Overview My Profile **My Clients** My Inbox Broker Authorizations Address History Useful Links

Manage Clients collapse

Employer Individual

**Search Employer**

Select your Agency or Direct Clients from the drop down to view all associated Employers or click "Add New Employer" to start a new Employer application. Within the search result, you can search my client list by entering text in the filter or by sorting by column name.

Select Associated Agency\* Eligibility Status

--Select-- Show All

- The *Manage Clients* section allows the user to select which type of client they'd like to search – Employer or Individual.
- Select the **Associated Agency** or select **Direct Clients** for those not affiliated with an Agency. Once selected, a list of clients will generate specific to the agency affiliation selected. The *Eligibility Status* dropdown allows for further filtering of the results list based on Employer *Eligibility Status*.

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Overview   My Profile   **My Clients**   My Inbox   Broker Authorizations   Address History   Useful Links

**Manage Clients** collapse

**Employer**   Individual

**Search Employer**  
 Select your Agency or Direct Clients from the drop down to view all associated Employers or click "Add New Employer" to start a new Employer application. Within the search result, you can search my client list by entering text in the filter or by sorting by column name.

Select Associated Agency\*   Eligibility Status

Direct Clients   Show All   **Add New Employer**

Filter:    Show 50 entries

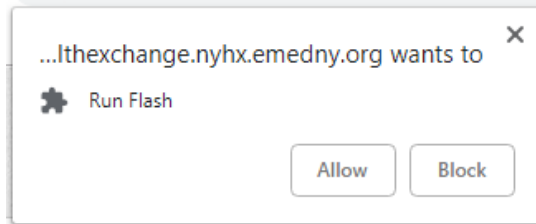
Results: 1 to 6 of 6   ← Previous 1 Next →

Company Name Primary Contact Name	Business Address	Account ID Contact Number	Eligibility Status	Status Date	Action
<b>Harry Donuts</b> <i>Moira McTager</i>	92 Saratoga St Albany, NY 12041	AC0000049814 518-545-2132	Complete — Eligible	05/08/2019	<i>manage</i> <i>delete</i>
<b>Miss Chaos</b> <i>Messandei Naath</i>	197 Witchtree Rd New City, NY 10956	AC0000061468 518-555-1212	Complete — Eligible	05/08/2019	<i>manage</i> <i>invite</i> <i>delete</i>
<b>Research in Motion Ltd. Canada NMS</b> <i>Maurice Teller</i>	32 Victory Way Schenectady, NY 12306	AC0000062646 518-867-5309	Complete — Eligible	12/07/2021	<i>manage</i> <i>invite</i> <i>delete</i>
<b>Rhodia France NYSE</b> <i>Rhodia France</i>	—	AC0000063197 518-555-2132	Incomplete	03/25/2021	<i>eligibility</i> <i>delete</i>
<b>Rogers Cable Inc. Canada OTC - Debt</b> <i>Steve Rogers</i>	—	AC0000063322 518-555-1212	Incomplete	05/13/2021	<i>eligibility</i> <i>delete</i>
<b>Rogers Wireless Inc. Canada OTC - Debt</b> <i>Dodger Rogers</i>	72 Stadium St Rensselaer, NY 12144	AC0000064710 518-286-5555	Complete — Eligible	02/07/2023	<i>manage</i> <i>invite</i> <i>delete</i>

Export CSV   ← Previous 1 Next →

- To add a new Employer, click the blue **Add New Employer** button.
- The list of clients that is displayed can be filtered by free typing search criteria into the **Filter** field. It can also be filtered by using the arrows within the headers of each column.
  - *Company Name/Primary Contact* - Business name displays on top of the Business Contact person.
  - *Business Address* - Physical Address of the business.
  - *Account ID/Contact Number* - Account Number (also known as the "AC#") displays over the business contact phone number.
  - *Eligibility Status* - This status pertains to the Eligibility Determination form completed for the business. A completed application is either "eligible" or "ineligible". If the application was left prior to being submitted, the status will display as "Incomplete".
  - *Status Date* - The date the Eligibility Determination form was completed or started (if in incomplete status).

- *Action - Manage* brings the Broker to the Employer's account. *Delete* - will delete the Employer from the Broker's dashboard. *Invite* - click this after creating an account for an Employer group. This will invite the employer to create their own credentials to access their account.
- To print the complete list of the currently displayed clients, click the **Export CSV** button. If the button is not present but there is a small puzzle piece in its place, click the puzzle piece. The system will ask if you want to run the widget, click **allow**, and the CSV button will appear.



The *Individual* tab has similar information as the Employer tab. The Broker will select the *Associated Agency* which will produce a list of Individual Marketplace clients:

- *Name, Account ID/Social Security Number/Phone Number, and Address*
- *Eligibility End Date* - the date coverage will begin for the specified individual.
- *Enrollment End Date* - the date that the specified individual is covered through.
- *Enrollment Status* - Shows the progress of the enrollment with displaying *Not Started, In Progress, or Enrolled*.
- *Renewal Type* - Displays if the enrollments is automatic (*Auto*) or *Manual*.
- *Action - Manage* brings the Broker to the Individual's account. *Delete* - will delete the Individual from the Broker's dashboard. *Invite* - click this after creating an account for an Individual. This will invite the Individual to create their own credentials to access their account.



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Overview My Profile **My Clients** My Inbox Broker Authorizations Address History Useful Links

**Manage Clients** collapse

Employer **Individual**

**Search Individual**

Select your Agency or Direct Clients from the drop down below to view your clients or click Add New Individual to start a new Individual application. If you need to add a new BOR select the BOR Change Request button after selecting your agency. You can search your client list by entering text in the filter or sorting by column name.

Select Associated Agency \*  
 SHOP

Filter:    Show  entries

Results: 1 to 1 of 1 ← Previous 1 Next →

Individual Name	AccountID SSN Phone Number	Address	Eligibility End Date	Enrollment End Date	Enrollments Status	Renewal Type	Action
John James	AC0000063811 ***.**-2869 518-555-1212	157 Lake Avenue Buffalo NY, 14221	12/31/2021	N/A	SUBMITTED		<a href="#">manage</a> <a href="#">invite</a> <a href="#">delete</a>

← Previous 1 Next →

7. *My Inbox* will display all Notices that pertain only to the Broker. Notices pertaining to Individuals and Businesses can be found in their respective portals. To read a message, simply click the Subject (notice name). Notices can also be sorted by clicking on the arrows within the headers of each column.

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Overview My Profile My Clients **My Inbox** Broker Authorizations Address History Useful Links

**Messages & Notices** 4 messages | collapse

You can view all of the messages and notices from NY State of Health in your Inbox.  
 If you want notices provided in another format due to blindness or visual impairment, call NY State of Health at 1-855-355-5777.

Notice Id	Subject <i>click on the notices below to view or download</i>	Type	Date
Notice1052	Broker Marketplace Termination	Notice	09/01/2019
Notice1026	Expired Broker Certification	Notice	08/01/2019
Notice1027	Recertification Reminder	Notice	06/12/2019
Notice1025	Welcome	Notice	03/29/2017

8. The *Broker Authorizations* tab displays Broker of Record (BOR) documents that have been auto generated in the NYSOH for a Broker's Employer and Individual clients. Click **Download** to open the document and print/download as needed.

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Overview My Profile My Clients My Inbox **Broker Authorizations** Address History Useful Links

**Broker Authorizations**  
Use the fields below to search and filter your Broker of Record authorizations.

Individual Name Associated Agency Account ID Submitted Date

Individual Name Associated Agency Account ID MM/DD/YYYY [Clear](#) [Filter](#)

Show 10 entries [← Previous](#) 1 [Next →](#)

Individual Name	Associated Agency	Account ID	Submitted Date	
Shirley Temple	Direct Clients	AC0000064250	03/28/2022	<a href="#">Download</a>
Doc J. Holliday	Direct Clients	AC0000064029	01/21/2022	<a href="#">Download</a>
John James	Direct Clients	AC0000063811	10/27/2021	<a href="#">Download</a>
John James	Direct Clients	AC0000063811	10/22/2021	<a href="#">Download</a>
Jane Doe	Direct Clients	AC0000063808	10/21/2021	<a href="#">Download</a>
Jessica Aldean	Direct Clients	AC0000063799	10/19/2021	<a href="#">Download</a>

Showing 1 to 6 of 6 entries [← Previous](#) 1 [Next →](#)

9. The *Address History* tab displays all current and previous addresses associated with the Broker's Portal. If an address needs to be updated, it must be done from the *My Profile* tab.

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Overview My Profile My Clients My Inbox **Broker Authorizations** **Address History** Useful Links

A list of all of the addresses you have entered in your profile is below.  
To ensure accuracy, please make sure that NY State of Health has your current mailing and business addresses as applicable.

**▼ Mailing Addresses** [collapse](#)

Current Address	1 Albany Albany, NY 12144
Date of Address Change	07/17/2017 at 12:40 PM
<ul style="list-style-type: none"> <li>04/13/2017 at 11:19 AM – 07/17/2017 at 12:40 PM</li> <li>03/29/2017 at 10:37 AM – 04/13/2017 at 11:19 AM</li> </ul>	

**▼ Business Addresses** [collapse](#)

Current Address	1 Albany Albany, NY 12144
Date of Address Change	07/17/2017 at 12:40 PM

10. Lastly, the *Useful Links* tab includes everything a Broker may need to assist Small Business and Individual clients. When a link is clicked, a new window will open with the desired information.

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Overview My Profile My Clients My Inbox Broker Authorizations Address History **Useful Links**

Useful Links [collapse](#)

These help links will open in a new tab

- Broker Tool Kit
- Admin Guide
- Anonymous Shopping Individual Marketplace
- Anonymous Shopping Small Business Marketplace
- Broker Newsletter
- News and Resources
- Qualified Health Plan (QHP) Plan Maps
- Essential Plan (EP) Plan Maps
- Mass Upload Template for SHOP Eligibility Letters

- *Broker Tool Kit* will open a new window to access the Tool Kit, which contains many helpful desk-aides, trainings and policy documents that are useful to Brokers. This can also be accessed through the Broker sign-on screen.
- *Admin Guide* will display the high-level SHOP Policy document, known as the Admin Guide, posted in the Tool Kit.
- *Anonymous Shopping Individual Marketplace* will open a new window to the Individual Marketplace's Anonymous Shopping Tool. This tool is only used for Individual clientele, to find plans and pricing for the current plan year.
- *Anonymous Shopping Small Business Marketplace* - This tool is only used for SBM clientele to view Certified SHOP plans.
- *Broker Newsletter* will display all Broker Newsletter communications sent to Brokers.
- *News and Resources* will open a new window to the NYSOH Resources page.
- *Qualified Health Plan (QHP) Plan Maps* will open to an interactive map of NYS broken down by county. Simply click the county name to see the list of QHP's available.
- *Essential Plan (EP) Plan Maps* opens to an interactive map broken down by county. Simply click the county name to see a list of EP plans available.
- *Mass Upload Template* is used for the Small Business Marketplace. This spreadsheet is used to complete a mass upload of 20 or more groups to determine eligibility. Once the template is complete, email the template to the address on the spreadsheet. Accounts will be created for the groups entered and an Eligibility Determination will appear in the respective accounts.

**\*Continue to the next user guide: "Adding an Agency" to learn how to add an Agency to your Dashboard.**