



## Agent Portal User Guide

The following manual will walk you through the process of using the DirectHealth Agent Portal.

A fake agent named Michael Carter was created, with dummy email [MichaelCarter@test.com](mailto:MichaelCarter@test.com), to demonstrate the portal's usage.

Images are annotated in red ink to provide further explanation and guide you through the process step-by-step.

Log in: <https://agent.directhealth.com>

When you first visit the portal, enter your email address and password to get started. Your password will be set to the first four letters of your last name + "1234." Michael Carter's password was Cart1234 (case sensitive).

**Welcome!**

Email Address

Password

[Forget your password?](#)

### Change password

New Password

Confirm New Password

Change Password

The portal will prompt you to change your password. Choose something that you will remember!

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Login again with your newly created password. This is how you will login from now on.

### Welcome!

Email Address

Password



If you ever forget your password, click here and enter your email address when prompted. You will be sent a new password.

### Welcome!

Please confirm that your information is correct below:

First Name	Last Name
<input type="text" value="Michael"/>	<input type="text" value="Carter"/>
Email Address	Phone Number
<input type="text" value="MichaelCarter@test.com"/>	<input type="text" value="(555) 555-5555"/>
FMO	Last 4 of SSN
<input type="text" value="GoHealth"/>	<input type="text" value="Last 4 of SSN"/>
Licensed Resident State	Licensed Non-Resident State
<input type="text" value="- Select -"/>	<input type="text" value="- Select -"/>

Select the licensed state that you reside in. If you are also registered in another state, select that as well. If not, simply leave your Licensed Non-Resident State as "Select."

Enter the last four digits of your Social Security Number here.

Verify and Obtain NPN

PLEASE NOTE: If you feel that your store assignment is incorrect, please contact your FMO.

When you have entered all of your information, click here to verify and obtain your NPN.



You will be brought to this screen, which lists your contact information, NPN, and store assignments. If your store assignment seems incorrect, contact your FMO immediately. If everything looks correct, click "Continue" to enter the main portal.

### Congratulations! We have verified your NPN.

#### Verified Agent Information

Michael Carter  
Michaelcarter@Test.Com  
(555) 555-5555

NPN: 8519315

#### Agent Store Information

Store #: 5815  
2909 AUSTELL RD SW SUITE 100  
MARIETTA, GA, 30008  
(770) 615-1243

PLEASE NOTE: If you feel that your store assignment is incorrect, please contact your FMO.

Continue

Store Assignment(s)

On the site's homepage, you will see your store assignments. If your FMO has not yet assigned you to a store, this will appear blank. If you are assigned to the wrong store, contact your FMO.

**Store #:** 5815  
**Store Type:** Neighborhood Market  
**Store Address:**  
2909 AUSTELL RD SW SUITE  
100  
MARIETTA, GA, 30008  
**Store Phone:**  
(770) 615-1243  
**Manager:**  
**Pharmacist:**

Select the "Training" tab to view your required training materials.

Home

Training

Carrier Certification

Help

Log Out

### Training Materials

#### Training Status

Training Not Started

Your training progress is tracked here.

#### Available Training Materials

- 1. Introduction - Code Of Conduct
- 2. Introduction - How To Work Retail
- 3. Introduction - HBH Retail Program
- 4. TEST - DO NOT USE

Make sure you have **popups enabled** in your web browser, or else you will not be able to click on the training links.



Select the "Carrier Certification" tab to view your progress in the carrier certification progress.

### Carrier Certification

#### Certification Status

Agent NPN: 8519315

Over 65

0 of 3 Required Certifications Completed

AETNA GRP  
HUMANA GRP  
UNITEDHEALTH GRP

Under 65

0 of 0 Required Certifications Completed

#### Over 65 (Select 3 Of 3)

Carrier:  
AETNA GRP

Agent Writing ID:

Carrier Contact:  
[866-714-9301](tel:866-714-9301)

Certification Status:  
Unknown

Please contact Carrier to Confirm Your Specific Product Certifications

Select Carrier

#### Under 65 (Optional)

Add Additional Carrier:

- Select Carrier -

Add

If there are more than three carriers listed here, you are only required to be certified for three of them.

This section will only appear if you are Under 65 certified, which is not required to take part in this initiative. If this applies to you, select your Under 65 Carriers here.

Select your required Over 65 Carriers to view your certification statuses.

### Humana

Carrier:  
HUMANA GRP

Agent Writing ID:

Carrier Contact:  
[877-823-2388](tel:877-823-2388)

Certification Status:  
Unknown

Please contact Carrier to Confirm Your Specific Product Certifications

Select Carrier

**Carrier:**  
HUMANA GRP


**Agent Writing ID:**

**Carrier Contact:**  
[877-823-2388](tel:877-823-2388)

**Certification Status:**  
Unknown

Please contact Carrier to Confirm Your Specific Product Certifications

Select Carrier



**Carrier:**  
UNITEDHEALTH GRP

**Agent Writing ID:**

**Carrier Contact:**  
[888-381-8581](tel:888-381-8581)

**Certification Status:**  
Unknown

Please contact Carrier to Confirm Your Specific Product Certifications

Select Carrier

**Over 65 (Optional)**

**Add Additional Carrier:**

- Select Carrier -

Add

If you scroll down on the Carrier Certification page, you will be able to select other Over 65 Carriers with which you are certified. This is optional.

