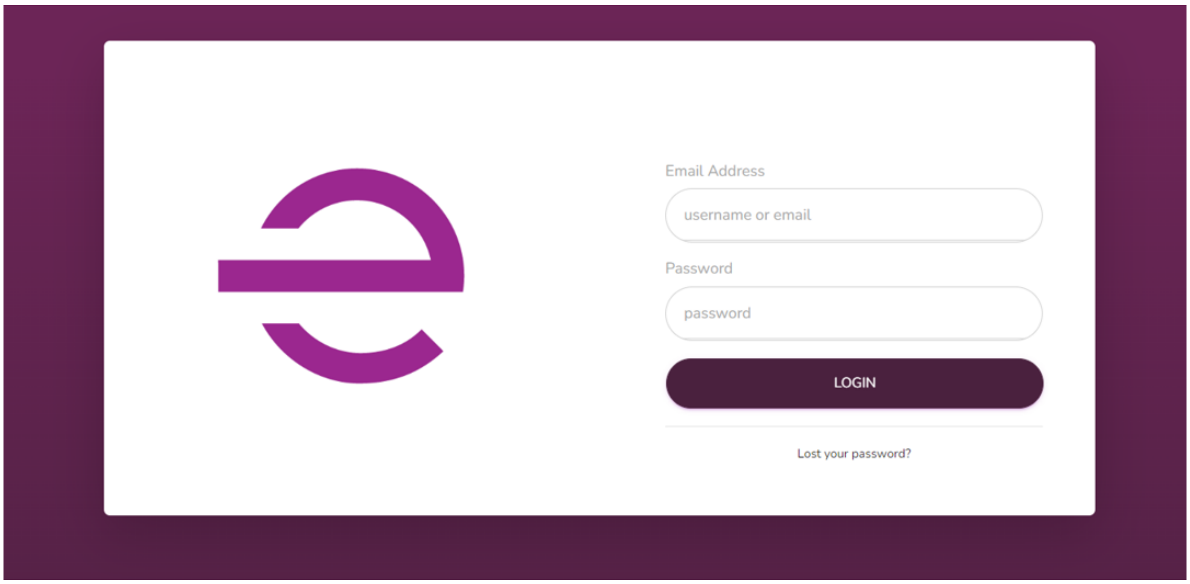
To begin the onboarding process email brokeronboarding@hometownhealth.com: send the agent/agency NPN, Email, and Product considering to sell (MA, Commercial or both).



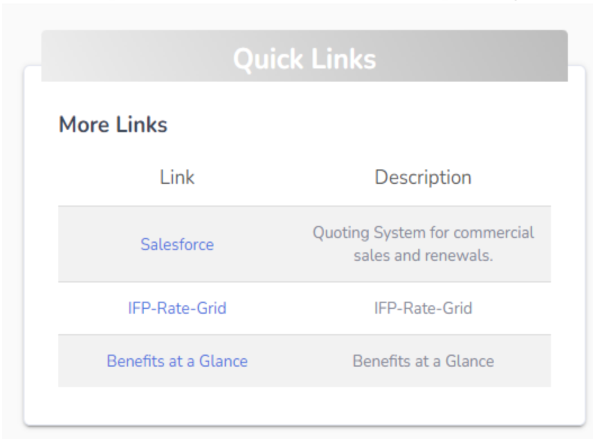
EVOLVE PORTAL GUIDE

EVOLVE PORTAL
URL: https://hth.evolvenxt.com/login.htm

AGENT/AGENCY DASHBOARD

Quick Links

Helpful URL links to access quickly


Quick Links

More Links

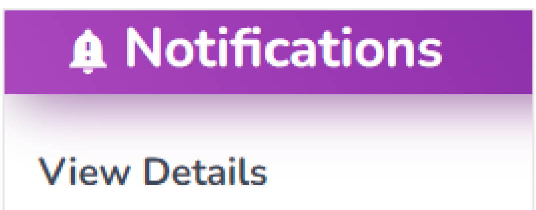
Link	Description
Salesforce	Quoting System for commercial sales and renewals.
IFP-Rate-Grid	IFP-Rate-Grid
Benefits at a Glance	Benefits at a Glance

Commissions

Graphical View of commissions earned

Notifications

Click View Details to see messages

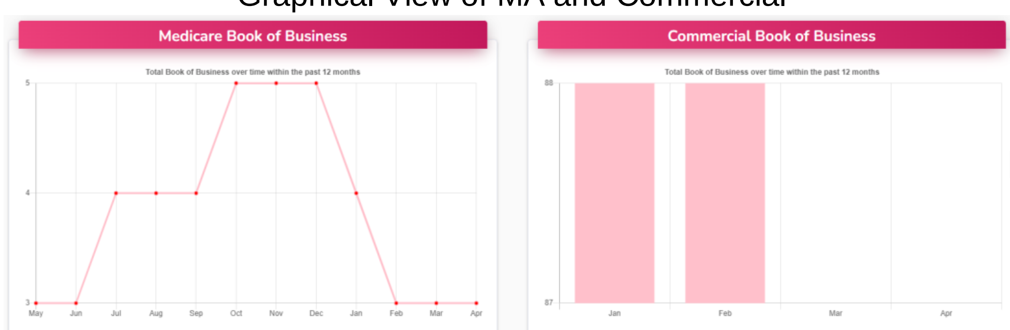


My Downline's Credentials (Agency Only)

Graphical View of commission

Book of Business

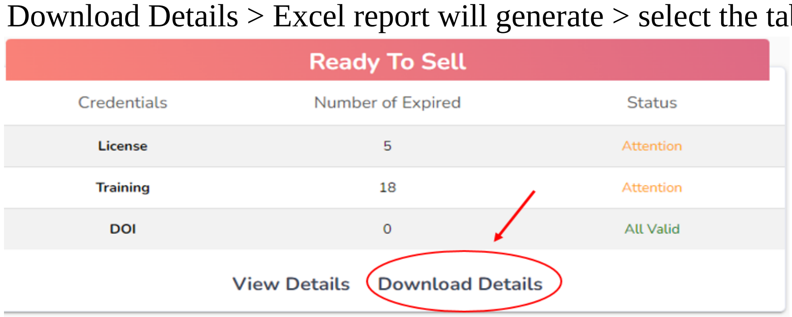
Graphical View of MA and Commercial



Ready to Sell (Agency Only)

Displays what License, Training and DOI are valid or need attention

- Select Download Details > Excel report will generate > select the tabs to view


Ready To Sell

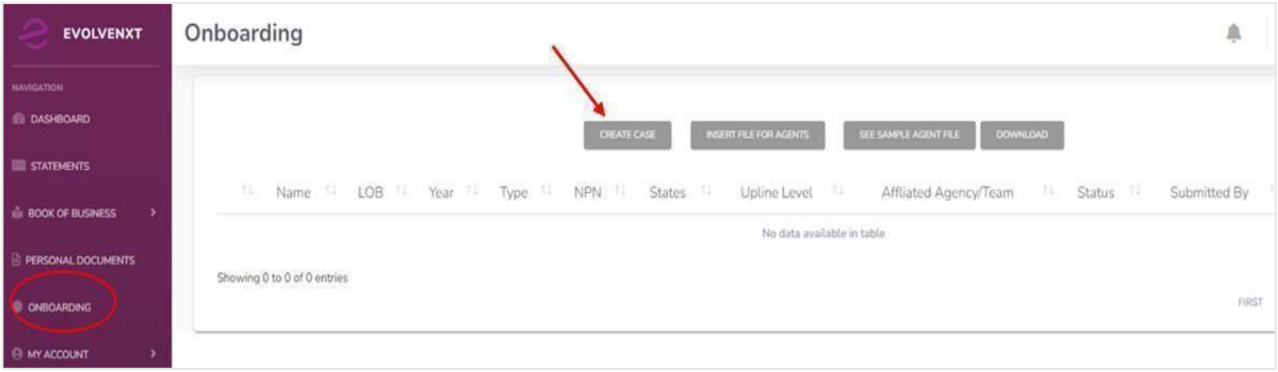
Credentials	Number of Expired	Status
License	5	Attention
Training	18	Attention
DOI	0	All Valid

View Details Download Details

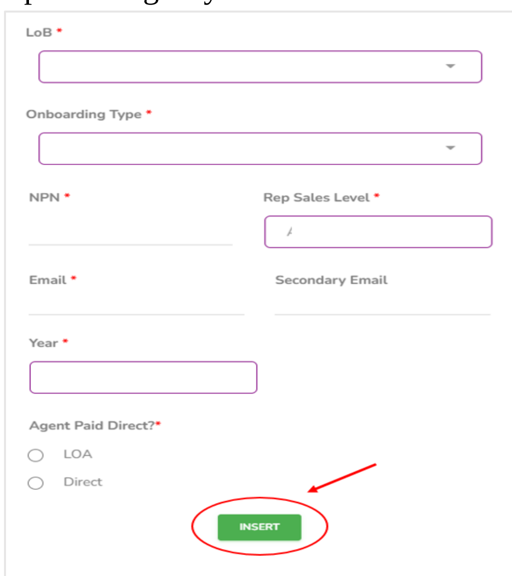
ONBOARDING

AGENCY CREATING NEW ONBOARDING CASE

- Select ONBOARDING tab > CREATE CASE



- Complete fields accordingly (if LoB is MA select MA & COM)
- Sales Level: Agent 01, General Agency 10 or Master Agency 20
- Select LOA-commissions paid to Agency or Direct-commissions paid to agent



AN EMAIL NOTIFICATION IS SENT OUT TO THE AGENT/AGENCY WHEN A CASE IS CREATED.

- If you have an existing Evolve profile login with other carriers use current credentials

From: donotreply@evolvenxt.com <donotreply@evolvenxt.com>
Sent: Wednesday, April 6, 2022 12:21 PM
To: Test Testing <TestTesting@hometownhealth.com>
Subject: Evolve Agent Contracting Registration

Dear Test Testing,

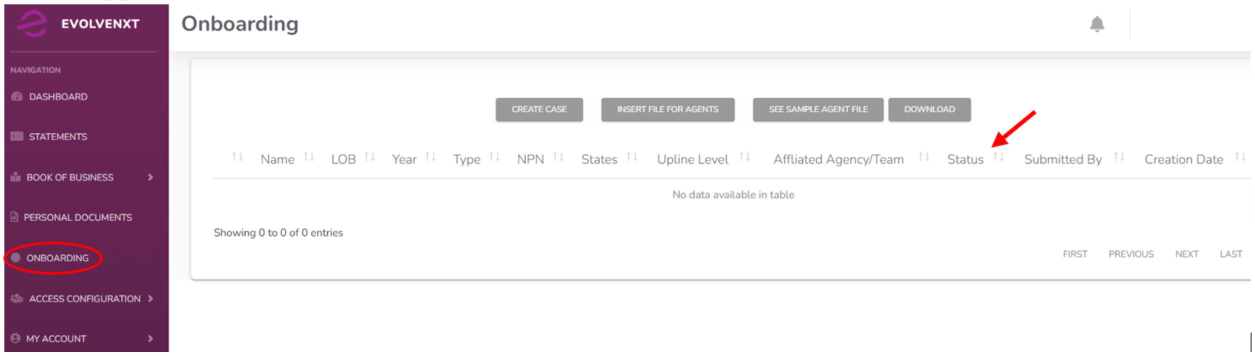
Please use the link below in order to complete your contract and 2022 certification for Hometown Medicare Advantage and Commercial Group Plans.

URL: https://hth.evolvenxt.com/login.htm
Login email address: Test.Testing@hometownhealth.com
Password: C7A3897AD273

If you are unable to access the link above or have any questions regarding the process, please contact your upline agency, or Broker Onboarding at brokeronboarding@hometownhealth.com or call Hometown Health Broker Services at 775-982-3100.
Thank you!

ONBOARDING CASE STATUS

- Under ONBOARDING view Status
- If Approved a welcome RTS email notification will be sent



- If Denied or Incomplete an email notification will be sent to the agent

  Email Example:

From: donotreply@evolvenxt.com <donotreply@evolvenxt.com>
Sent: Wednesday, April 27, 2022 3:40 PM
To: Test Testing <TestTesting@hometownhealth.com>
Subject: Hometown Health 2022 Contract and Certification Incomplete - Action Required

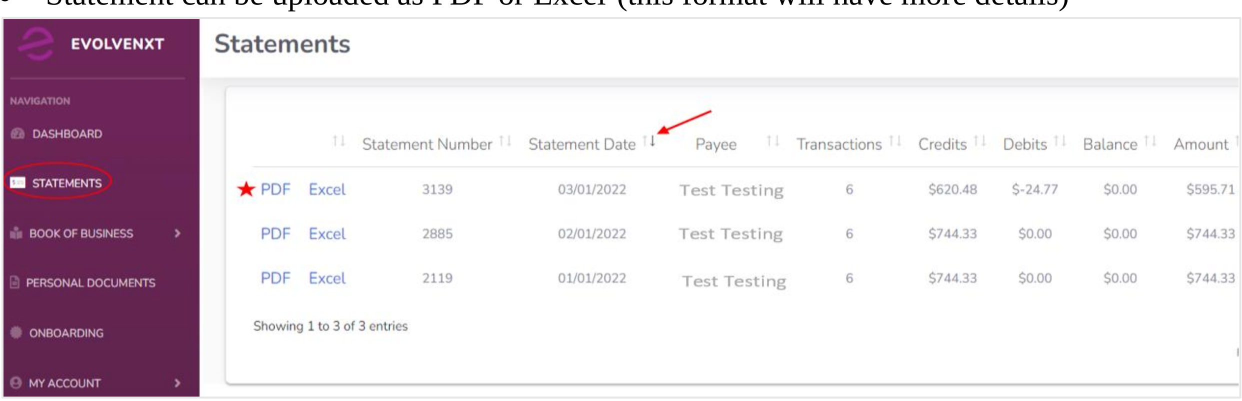
Dear Test Testing,

We are unable to complete your contract and 2022 certification at this time. Please see comment below in order to correct the information.
If you would like commissions to be paid directly to you, please enter banking information. Otherwise, please disregard and resubmit. Thank you!
You will need to login to the portal in order to correct the information above.
URL: https://hth.evolvenxt.com/login.htm

If you are unable to access the link above or have any questions regarding the process, please contact your upline agency, or Broker Onboarding at brokeronboarding@hometownhealth.com or call Hometown Health Plan Broker Services at 775-982-3100.
Thank you!

STATEMENTS

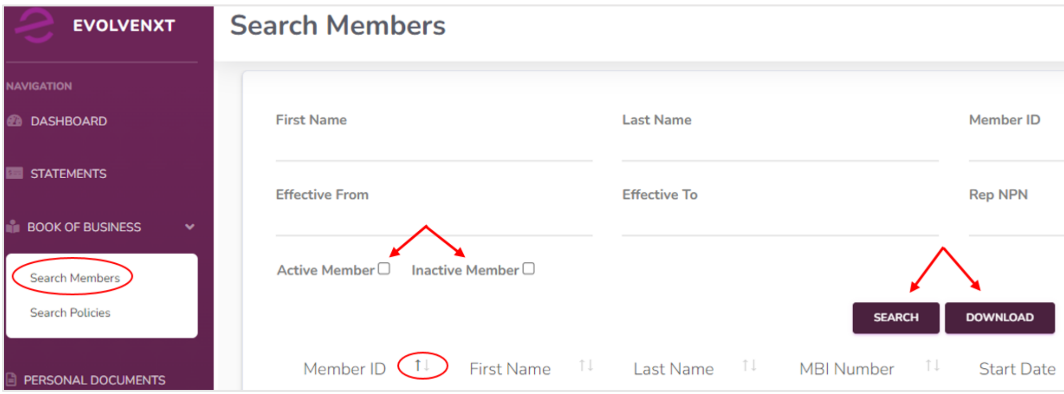
- Select STATEMENTS in the navigation menu
- The arrows ↑↓ on each tab let you ascend/descend
- Statement can be uploaded as PDF or Excel-(this format will have more details)



BOOK OF BUSINESS

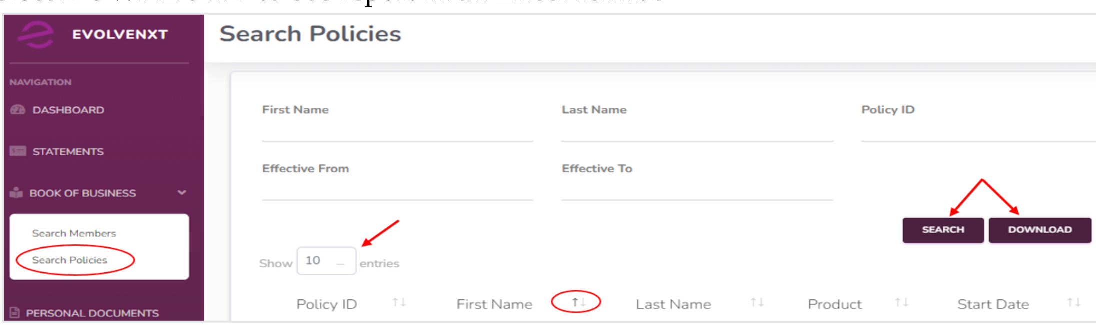
SEARCH MEMBERS (MA ONLY)

- Option to SEARCH by any field, and/or active/inactive members
- The arrows ↑↓ on each tab lets you ascend/descend
- Select DOWNLOAD to see report in an Excel format



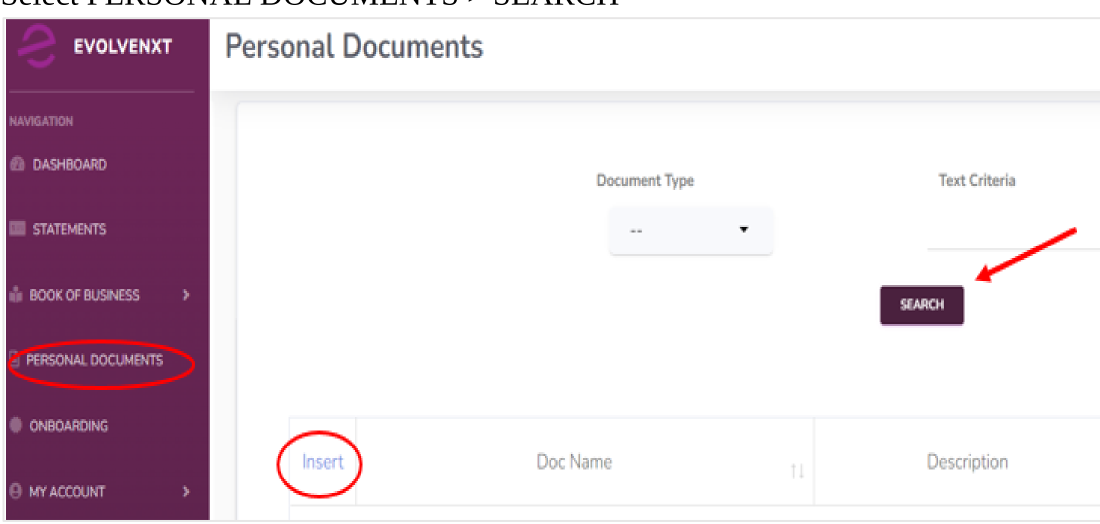
SEARCH POLICIES (COMMERCIAL)

- Option to SEARCH by any field
- The arrows ↑↓ on each tab lets you ascend/descend
- Select DOWNLOAD to see report in an Excel format

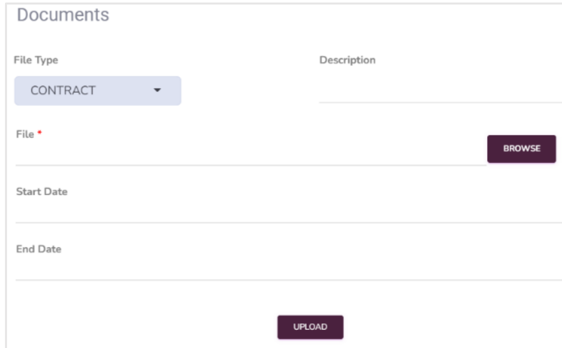


PERSONAL DOCUMENTS

- Select PERSONAL DOCUMENTS > SEARCH



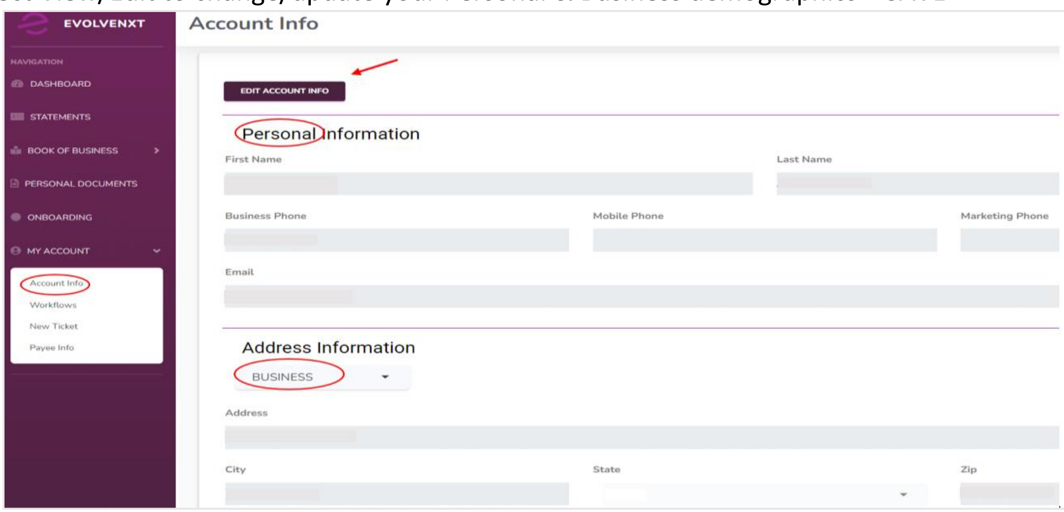
- Select File Type > Browse > Upload



MY ACCOUNT

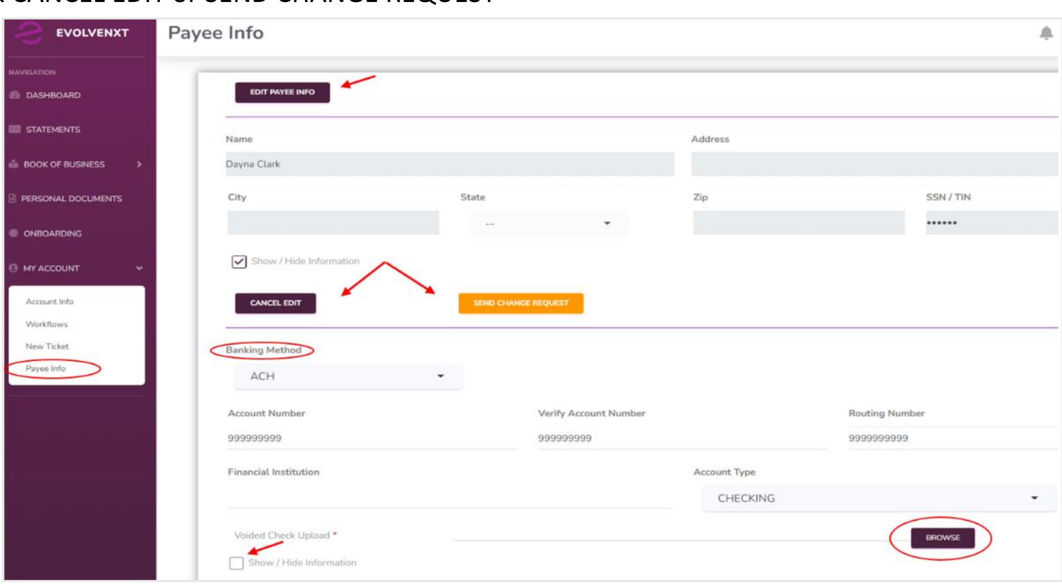
Account Info

- Select View/Edit to change/update your Personal & Business demographics > SAVE



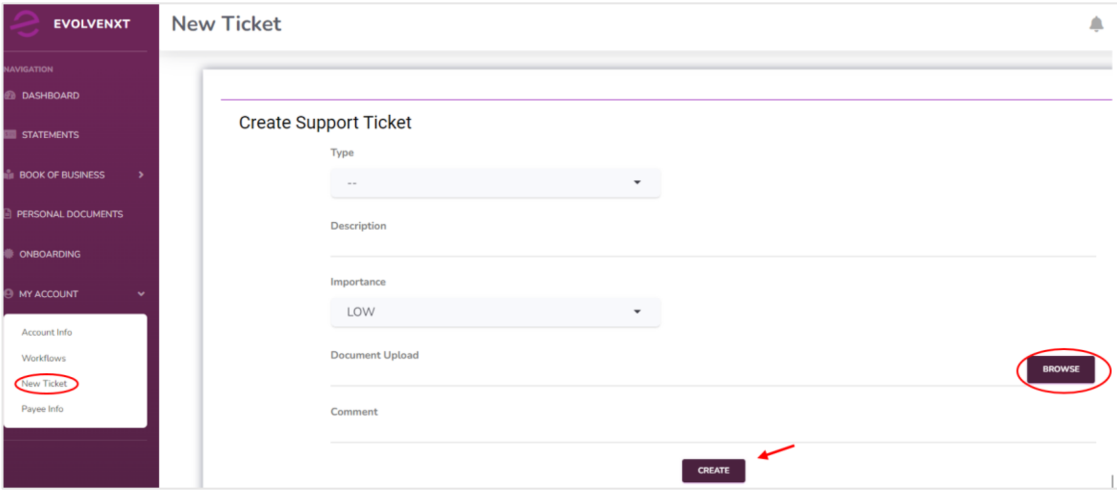
Payee Info

- Select View/Edit to update/change Payee or Banking information
- Click ☐ to Show/Hide information
- Select ACH and Upload Voided Check
- Click CANCEL EDIT or SEND CHANGE REQUEST



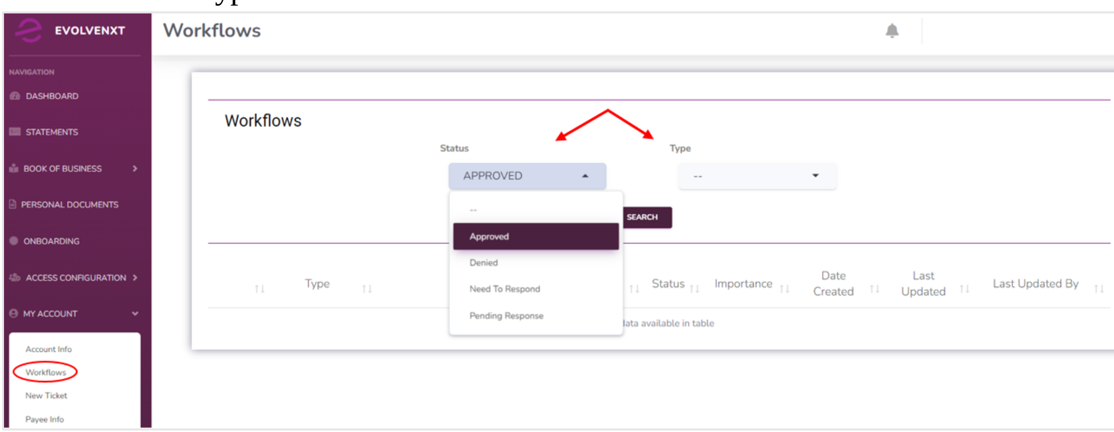
New Ticket

- Select Type > Enter Description > Select Priority > Upload Document > Enter Comment > CREATE



Workflows (Tickets in Que)

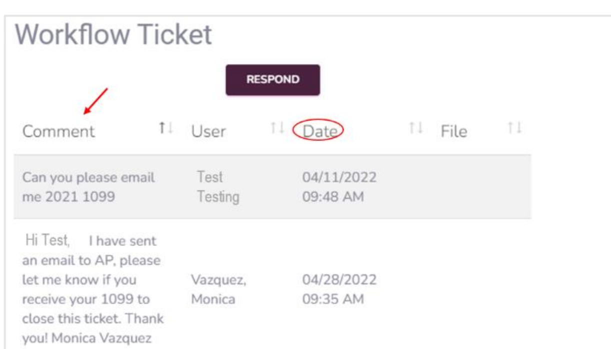
- Select Status or Type > Click SEARCH



- Tickets submitted & Status will be displayed > Select Ticket to view comments

	Type	Description	Status	Importance	Date Created	Last Updated
Ticket 8	Other	Alert?	Pending Response	Low	04/29/2022 10:48 AM	04/29/2022 10:48 AM
Ticket 6	Issue With Payment	Testing New Ticket	Pending Response	Normal	04/01/2022 03:59 PM	04/01/2022 03:59 PM

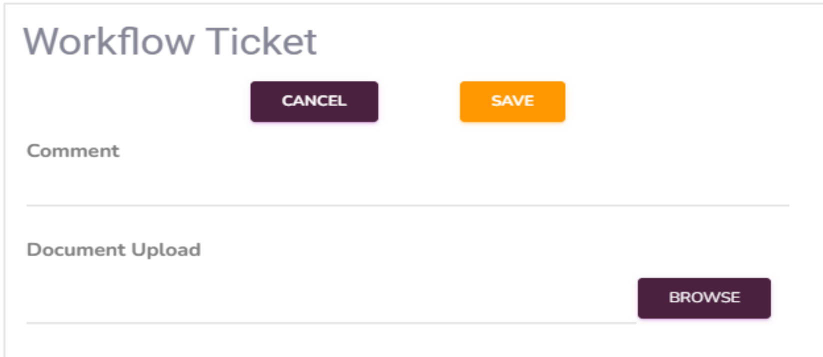
- Click RESPOND


Workflow Ticket

RESPOND

Comment	User	Date	File
Can you please email me 2021 1099	Test Testing	04/11/2022 09:48 AM	
Hi Test, I have sent an email to AP, please let me know if you receive your 1099 to close this ticket. Thank you! Monica Vazquez	Vazquez, Monica	04/28/2022 09:35 AM	

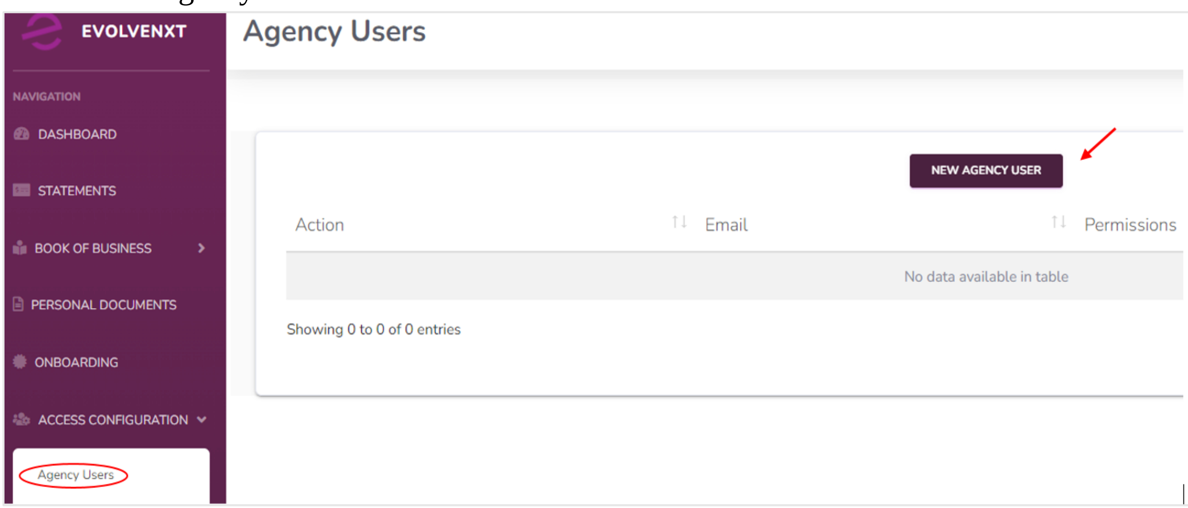
- Enter comments to respond and/or upload documents > Select SAVE



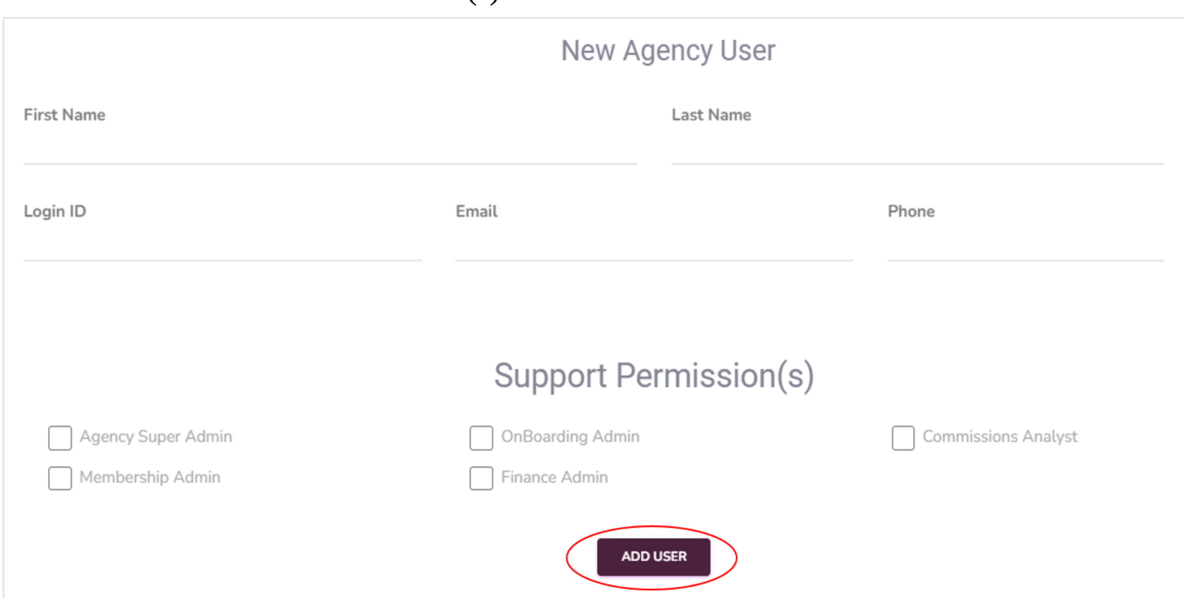
ACCESS CONFIGURATION

AGENCY USERS (FOR AGENCY ONLY)

- Select New Agency User

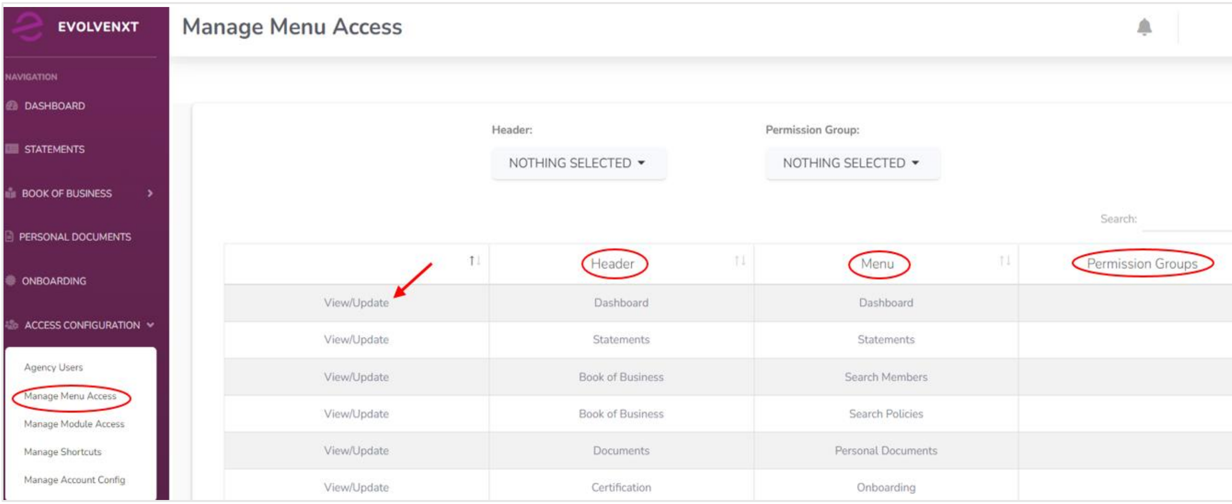


- Enter user's info> Select Permission(s) ☐ > click ADD USER

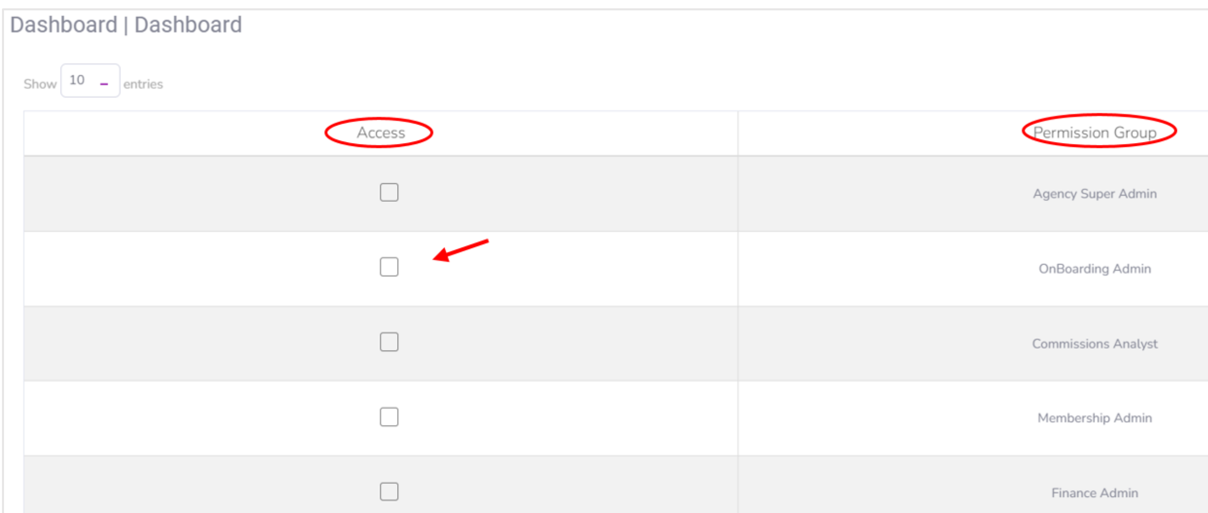


Manage Menu Access

- Select View/ Update > Select Each Header to Grant Access to Group

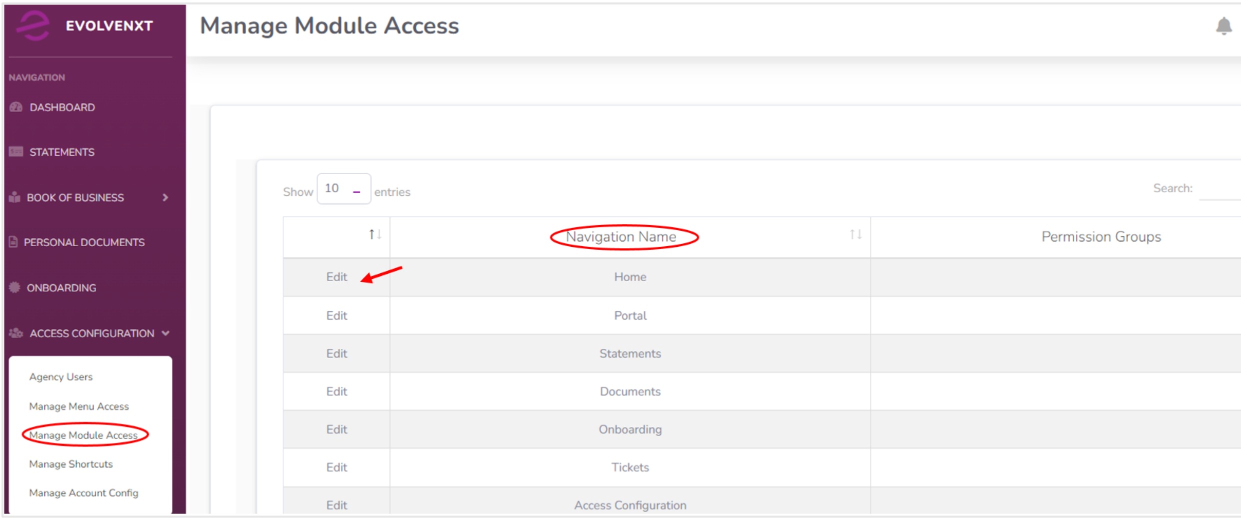


- Select Access ☐ to grant Permission to Group

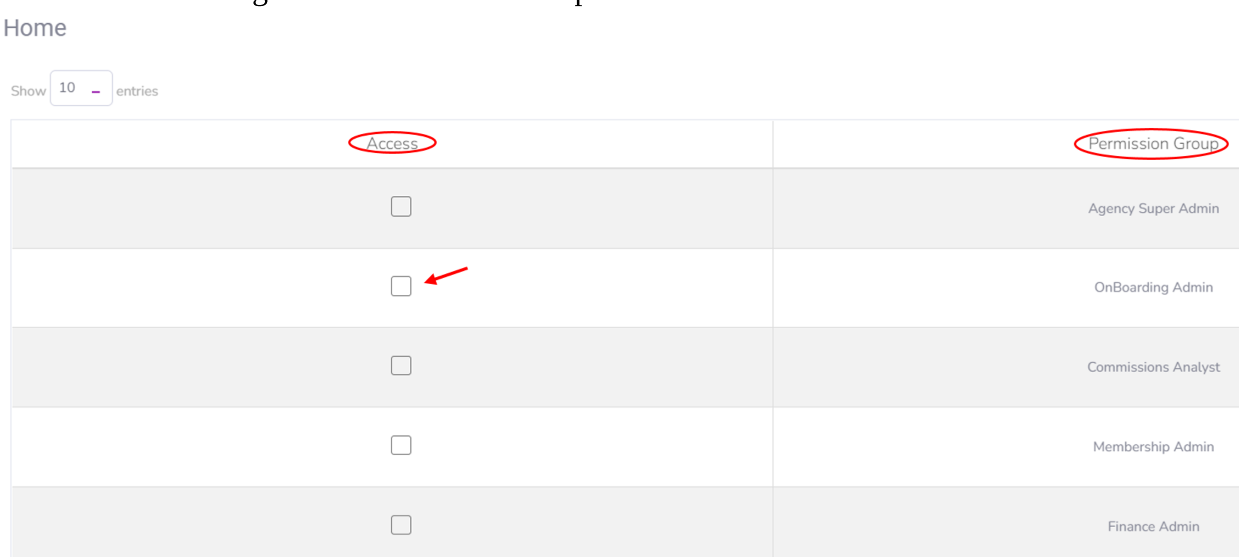


Manage Module Access

- Select Edit > Select Each Header in Navigation Menu



- Select Access ☐ to grant Permission to Group



*Manage Shortcuts

(Not currently available)

*Manage Account Config.

(Not currently available)