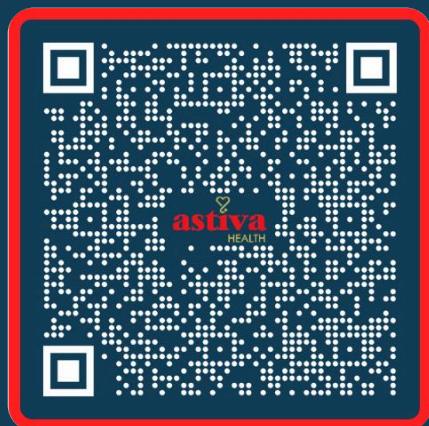




# BROKER HANDBOOK



Scan For Digital Version

For broker use only - not for member use

# 2026 Astiva Health Broker Handbook

## Welcome to the 2026 Astiva Health Broker Handbook

We value our brokers and agencies as essential partners in helping members access Medicare Advantage health plans designed to support their well-being. This broker handbook serves as a quick guide to help you confidently represent Astiva Health.

In 2025, Astiva Health is proud to have earned a 4-star rating from the Centers for Medicare & Medicaid Services (CMS).

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# About Us



## 2025 OVERALL STAR RATING

From the CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)

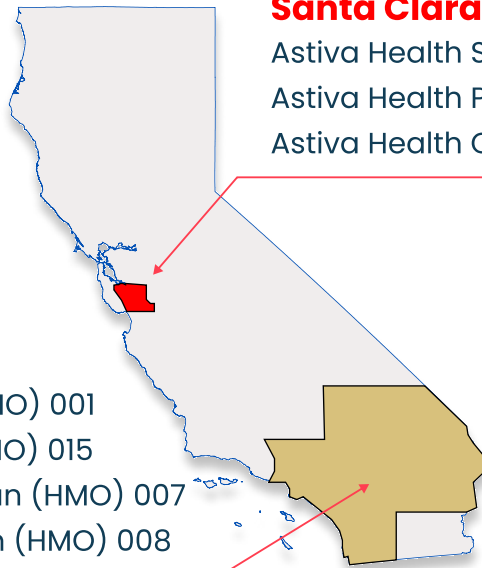
Medicare is based on a 5-star scale rating and changes every year

### Santa Clara County:

Astiva Health Savings Plan (HMO) 011

Astiva Health Premier Plan (HMO) 012

Astiva Health C-SNP WOW Plan (HMO) 013



### Southern California:

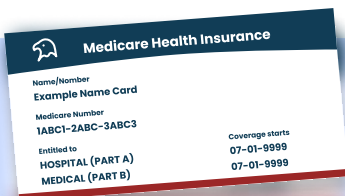
Astiva Health Savings Plan (HMO) 001

Astiva Health Premier Plan (HMO) 015

Astiva Health C-SNP Deluxe Plan (HMO) 007

Astiva Health C-SNP WOW Plan (HMO) 008

## Astiva Health's 3 Core Supplemental Benefits



### Part B Rebate

Astiva helps cover a significant portion of the member's Part B



### Monthly Groceries

Rollover supermarket allowance for eligible members



### FLEX Card

Rollover monthly flexible spending card

# Commonly Prescribed Medications for Chronic Condition Plans

Members taking any of the medications listed below may qualify for enrollment in one of our chronic special needs plan (C-SNP):

- **C-SNP Deluxe Plan (HMO) 007**
- **C-SNP WOW Plan (HMO) 008**
- **C-SNP WOW Plan (HMO) 013**

## Cerebrovascular Accident (CVA) – Stroke

AGGRENOX (ASPIRIN/DIPYRIDAMOLE)  
CLOPIDOGREL (PLAVIX)

## Diabetes

ACARBOSE	GLYXAMBI	PIOGLITAZONE/METFORMIN
ALOGLIPTIN	INSULIN, HUMALOG	REPAGLINIDE
BASAGLAR	INSULIN, NOVOLOG	RYBELSUS
BYDUREON	INVOKANA-METFORMIN	SOLIQUA
BYETTA	JANUMET	TOUJEO
FARXIGA	JANUVIA	TRADJENTA
GLIMEPIRIDE	JARDIANCE	TRESIBA
GLIP/METFORMIN	JATENZO	TRULICITY
GLIPIZIDE ER	JENTADUETO	XIGDUO XR
GLIBURIDE	LANTUS, INSULIN	
GLIMEPIRIDE	MOUNJARO	
GLUMETZA	NATEGLINIDE	
GLYBURIDE	PIOGLITAZONE	

## Cardiovascular / Chronic Heart Failure / Cardiac Arrhythmia

AMIODARONE	ELIQUIS	PRASUGREL
ASPIRIN	ENALAPRIL	PROPAFENONE
ATORVASTATIN	ENTRESTO	ROSUVASTATIN
BENAZEPRIL	EPLERENONE	SIMVASTATIN
BRILINTA	FARXIGA	SOTALOL HCL
BUMETANIDE	FLECAINIDE	SPIRONOLACT
CAPTOPRIL	FUROSEMIDE	ONE
CARVEDILOL	KERENDIA	SPIRONOLACTON
CHLOROTHIAZIDE	KLOR-CON	E/HCTZ
CILOSTAZOL	LISINOPRIL	VERAPAMIL
DABIGATRAN	MULTAQ	WARFARIN
DIGOXIN	POTASIMUM CHLORIDE	XARELTO
DILTIAZEM	PRADAXA	



# Independent Physician Associations (Medical Groups) 1



## Los Angeles County

Advanced Medical Doctors of California IPA  
Advantage Care IPA  
Affiliated Partners IPA  
Associated Dignity Medical Group  
Avanta Medical IPA  
Blue Zones Health of California  
Blue Zones Health – Marina  
California Pacific Physicians Medical Group  
Capital Health Physicians  
Center IPA  
Complete Care Medical Associates  
Concierge HMO  
Empire Healthcare IPA  
Health Now IPA  
Healthy New Life Medical Corporation  
High Desert Medical Group

Lakeside Medical Group  
Medcare Partners – Direct  
Noble Community Medical Associated – LA  
NXT IPA  
Pacific Associates Medical Group  
Paramount IPA  
Physician Partners IPA  
Premier Care IPA  
Primary Care Associates of California  
Rapha IPA  
Regal Medical Group  
Southland Advantage Medical Group  
United Physicians International – LAC  
Vitruvian Care IPA

## Orange County

Affiliated doctors of Orange County  
Affiliated Partners IPA  
American West Healthcare Solutions  
AMVI Medical Group  
Avanta Medical IPA  
Blue Zones Health of California  
Center IPA  
ChoiceOne IPA  
Blue Zones Health of California  
Center IPA  
ChoiceOne IPA  
Concierge HMO  
Freedom Physicians Corp  
Lakeside Medical Group  
Medcare Partners – Direct  
MediChoice IPA

Noble AMA Select IPA  
Noble Community Medical Associated – OC  
NXT IPA  
Orange County Advantage Medical Group  
Pacific Associates Medical Group  
Physician Healthcare Integration  
Physician Partners IPA  
Premier Care IPA  
Primary Care Associates of California  
Rapha IPA  
Regal Medical Group  
Select Health System  
United Care Medical Group (UCMG)  
United Physicians International – OC  
Vitruvian Care IPA

# Independent Physician Associations (Medical Groups) 2



## Riverside County

Blue Zones Health of California  
Desert Oasis Healthcare  
Empire Healthcare IPA  
Freedom Physicians Corp  
Lakeside Medical Group  
Medcare Partners - Direct  
Merit IPA  
Paramount IPA  
Physician Partners IPA  
Premier Care IPA  
Primary Care Associates of California  
Regal Medical Group  
Rios Southwest Medical Group

## San Bernardino County

California IPA  
MCP - Premier Care of Northern California  
Physician Partners IPA  
Premier Care IPA  
Santa Clara County IPA  
Sierra Medical Group

## San Diego County

Blue Zones Health of California  
EasyAccess Care IPA  
Freedom Physicians Corp  
Greater TriCities IPA  
Lakeside Medical Group  
Primary Care Associates of California  
Regal Medical Group

## Santa Clara County

California IPA  
MCP - Premier Care of Northern California  
Physician Partners IPA  
Premier Care IPA  
Santa Clara County IPA  
Sierra Medical Group



**This list of medical groups is subject to change. When a new medical group is introduced, you will receive emails from [brokersupport@astivahealth.com](mailto:brokersupport@astivahealth.com) containing information about new medical group in your selling county.**

### Tip!

You can also find a list of our medical groups / independent physician associations on [astivahealth.com](https://www.astivahealth.com) by

- Hover your mouse over "members"
- Click "Find a provider"
- Click "Medical Group"

\*In this page, you can also find local providers by typing in the zip code or city.  
Please note that if you choose zip code, you must also choose the radius.

# Introducing Our Benefit Partners



## MedImpact is our prescription drug vendor:

Our prescription drug program is an enhanced drug plan. MedImpact covers a variety of medications to help members lower their cost.

**Find medications:** [Astiva Health : Medications](#)



## Direct Network

### Astiva Health Direct Network:

We have direct contracts with our dentists, acupunctures or massage therapists, and ethnic supermarket grocery stores.

**Find a dentist:** [Astiva Health : Find a Dentist](#)



**Find a acupuncturist:** [Find an Acupuncturist](#)



**Find a Supermarket:** [Find a Supermarket](#)



**Over-the-Counter (OTC) Catalog:**  
[View OTC Catalog](#)



### Tip!

In 2026, our over-the-counter (OTC) will be available for members to order via. our member services phone number: [866-688-9021](tel:866-688-9021) TTY 711.

Members can also pick up at our Astiva Health activity centers.

## Vision Service Provider (VSP) is our optical vendor:

Finding an in-network optometrist for glasses or contact lenses is simple. By visiting the vision service provider website, you can find an optometrist near you.

**Find optometrist:** [Vsp.com](http://Vsp.com)



## ConnectAmerica is our PERS vendor:

Members must go to their primary care physician for personal consultation. The PCP will determine whether if the member qualifies for a PERS system, which will be sent to member services for final approval.



## Amplifon is our hearing aid vendor:

Members must go to their primary care physician (PCP) and request for a hearing aid prescription. The prescription will be sent to member services for approval, which will then be sent to the hearing aid vendor for pick-up.



# Broker Certification Process



## Becoming a Certified Astiva Health Broker

### How to Get Certified with Astiva Health

By scanning the QR Code, you'll be directed to [brokerportal.astivahealth.com](https://brokerportal.astivahealth.com)



### Important Documents to Prepare for your Certification Process

To ensure a smooth and efficient certification process, please gather the following:

**1** Current California State Insurance License

**2** Errors & Omissions (E&O) Coverage

**3** AHIP or NABIP Certificate



#### Financial Documents

- W9 (Self or Business)
- Electronic Funds Transfer / Direct Deposit Form
- Assignment of Compensation (if applicable for "Pay to Business")
  - *Tip: If you do not have these forms, our broker portal has a built in "Get Started" fillable PDF.*



#### Certification Steps

1. Register: Enter your basic agent information in the broker portal to create your profile.
2. Submit required documents
3. Upload all required documents
4. Complete training - Go through Astiva Health's training materials in an easy-to-follow slide format.
5. Pass the Exam: After training, take the final exam. You must score at least 85%. You may try up to three times. Please contact Broker Support for assistance after three attempts.





# Astiva Health Broker Online Tools

## Astiva Health Broker Portal

[brokerportal.astivahealth.com](https://brokerportal.astivahealth.com)

### Essential Documents

- California State Insurance License
- Errors & Omissions (E&O)
- American Health Insurance Plan (AHIP)

### Financial Documents

- W-9 Form
- Electronic Funds Transfer (EFT)
- Assignment of Compensation (AOC) if applicable

### Training & Exam

Get started with the 2026 Astiva Health certification training slides.

Achieve a minimum score of 85% on the final exam to earn certification.

## Online Connecture DRX Platform

### How to Enroll

- Go to [Connecture DRX](#) website
- Log in with your National Producer Number and password
- In your dashboard, click "New Profile" at the top right
- Follow the enrollment steps until you click "Submit"

Note: Agents should use this platform only if their upline agency **does not** use Connecture.

## Enrollment Status (Book of Business)

### How to Access

- Go to [enrollmentportal.astivahealth.com](https://enrollmentportal.astivahealth.com)
- Log in with your email address and password
- Check the status of your enrollments
- Download or print out a temporary Member ID card

# Agent Selling Tools



Conveniently access agent tools to help your client

## Accessing tools to help your client

As an agent, you can conveniently access tools to help you find an in-network provider, covered medications, and more supplemental benefit vendors.

Go to [astivahealth.com](https://astivahealth.com)

Locate in-network providers, medications, and more benefit vendors.

Hover over 'Members'

Hover your mouse over the word 'Members' at the top of the homepage.

Dropdown Box of Tools

You will see a dropdown box of tools you can use to at your convenience.

Find provider



Find optometrist



Find dentist



Find acupuncturist



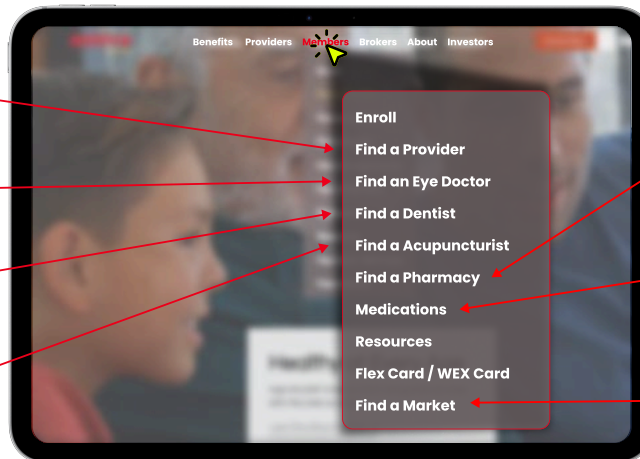
Find a pharmacy



Find medications



Find supermarket

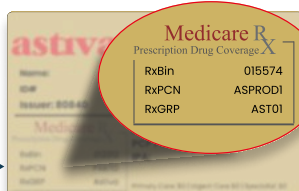


## Explanation of Member Cards

Your client will receive 2 (two) cards. Member ID and WEX card. The Member ID will arrive 7-10 business days. The WEX Card will arrive 10-15 business days. Member ID is used for anything health related, whereas the WEX card is used for FLEX spending allowance or grocery shopping.

Front

Back



Tip!

The RX information can be found (front - bottom right of card)

Our member services is fluent in many languages to better service our diverse community.



Tip!

This card is used for Over-the-Counter (OTC), Gym, or Supermarket grocery money. This depends on whichever plan they are enrolled in. If members lost their card or never received it, please help the member 3-way call into member services (866-688-9021).

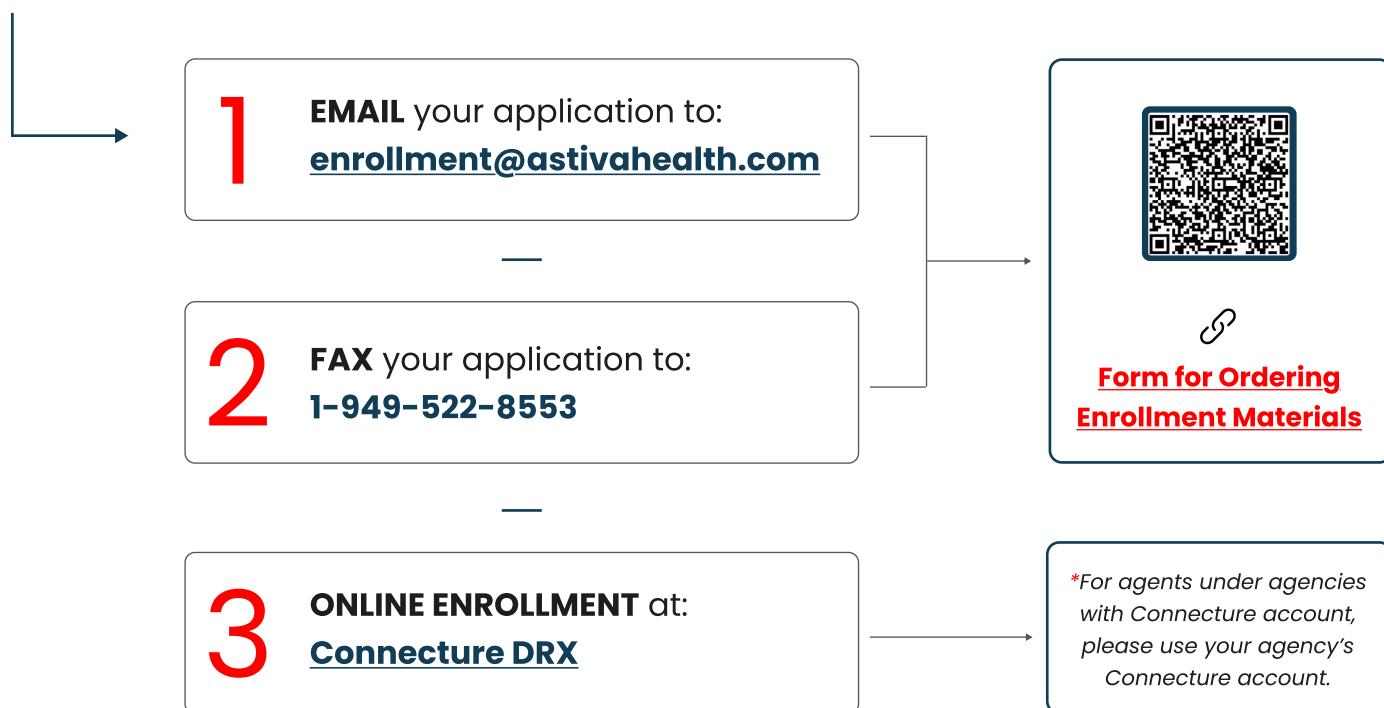


# Ways to Enroll your Client

## 3 multiple ways to enroll your prospective client

### Three ways for you to enroll your client:


Your client loves the benefits of Astiva Health and confirms that they want to enroll. Here are the three ways that you can turn your prospective member into an Astiva Health member.



**Please note** Submitting an application does not guarantee approval of enrollment. All applications are processed and submitted to Medicare for final approval.

Agents of Record are responsible for checking the status of application through the enrollment portal. Please allow 5-7 business days for your client to appear in your portal.

# Checking Your Client's Statuses

 How to check the current status of your book of business


## The Importance of Verifying your Clients Enrollment Status

Once you enrolled your client in Astiva Health, we recommend checking their enrollment status to confirm Medicare approval. Please allow 5–7 business days for the status to appear in your portal.



### How to Check:

Navigate to  <https://enrollmentportal.astivahealth.com/>



A column excel-sheet style along with information of your clients are available

ID Card	MemberID	Last Name	First Name	Middle	DoB	Medicare #	Status	Address
	AHCA999999	Vu	Bob	T	01/01/1900	Medicare ID#	Disenrolled	765 The ..
	AHCA999999	Smith	Bob	L	01/01/1900	Medicare ID#	Enrolled	765 The ..

Check the “**Status**” column which would state: “**Enrolled**” or “**Disenrolled**”




ID Card	MemberID	Last Name	First Name	Middle	DoB	Medicare #	Status	Address
	AHCA999999	Vu	Bob	T	01/01/1900	Medicare ID#	Disenrolled	765 The ..
	AHCA999999	Smith	Bob	L	01/01/1900	Medicare ID#	Enrolled	765 The ..

You can also download your client's **Member ID**.

ID Card	MemberID	Last Name	First Name	Middle	DoB	Medicare #	Status	Address
	AHCA999999	Vu	Bob	T	01/01/1900	Medicare ID#	Disenrolled	765 The ..
	AHCA999999	Smith	Bob	L	01/01/1900	Medicare ID#	Enrolled	765 The ..

# Frequently Asked Questions

## How do I contact broker support?

-  Hours: 9 AM – 5 PM ; Monday – Friday
-  Email: [brokersupport@astivahealth.com](mailto:brokersupport@astivahealth.com)
-  Phone: [949-403-6167](tel:949-403-6167)

## When will I receive my commissions?

Commissions are issued the following month of your client's effective date.

## Who do I contact for commission questions?

For commission questions, please contact [commissions@astivahealth.com](mailto:commissions@astivahealth.com).

## \* Where can I request Agent of Record change?

Please have your member contact member services at [866-688-9021](tel:866-688-9021) TTY 711.

## \* How do I request an agency change?

Please contact your FMO for a release letter and email the letter to [brokersupport@astivahealth.com](mailto:brokersupport@astivahealth.com).

## \* What if the agency does not issue a release letter?

A 60-day delayed release will be processed upon your agency change request. Your will become effective with the new agency 60 calendar days from the date of submission.

## Will you have any incentives for agents writing your plan?

Agents will be notified via email or text when new incentives become available.

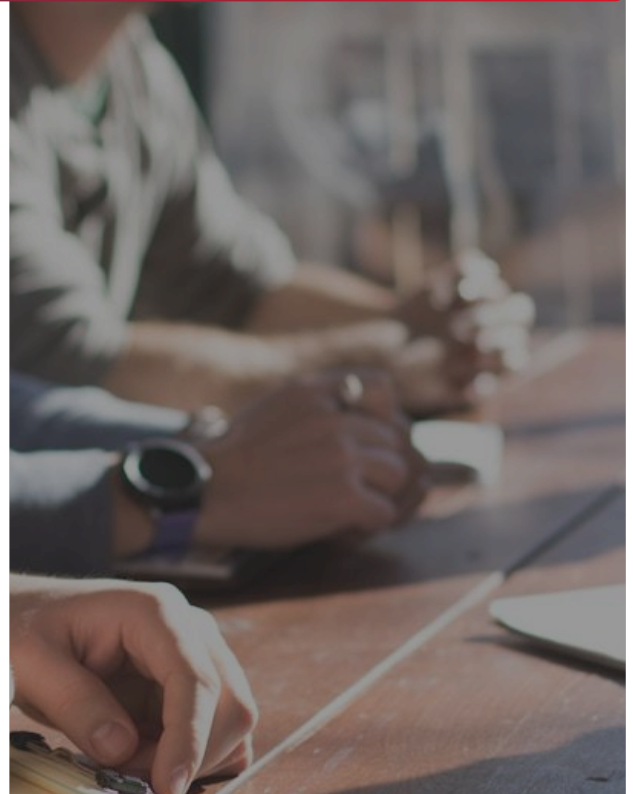
## What is the turnaround time for a submitted application?

Please allow 24–48 hours for processing. The Enrollment Department will review and verify the application before submitting it to CMS for final approval. Please note that submission does not guarantee approval.

## How can I get enrollment kits or other Astiva marketing materials?

Our marketing material form provides  
Simply scan the QR code on the right to access the online form.

[Form for Ordering  
Enrollment Materials](#)



\* Indicates **blackout period** applicable from **October 1st to December 31st**. Submissions during this period will be denied.



The logo for astiva HEALTH. It features the word 'astiva' in a white, lowercase, serif font, with a gold-colored heart symbol above the 'i'. Below 'astiva' is the word 'HEALTH' in a smaller, gold-colored, uppercase, sans-serif font.