

August 8, 2023

Broker Bulletin

GHP Commercial Group and Individual

Check out the new employer portal today

Earlier this year, we helped better connect you, our brokers, with what you need to be successful through our new broker portal. Now, we're pleased to announce the launch of our new employer portal. It's all part of reimagining how we engage with our GHP community.

With the new portal, employers will have a direct connection for up-to-date information such as:

- Account management & plan administration
- Complete enrollments/disenrollments
- Change employee demographics/primary care providers
- View and request ID cards
- View and pay premium invoice statements
- Financial funding reports for self-funded groups

The employer portal helps us automate an estimated 80% of the enrollment requests that come from our client groups.

The employer portal is up and running. Time to login through the broker portal!

Broker action item: You can only access the employer portal through the broker portal. Haven't logged into the broker portal yet? Now's the time to get started. Check your inbox, as you should have received communications on logging in or getting registered as a user. For help, call [866-488-6653](tel:866-488-6653), Monday – Friday, 8 a.m. – 5 p.m.

What to know

The new employer and broker portals are designed to work together to make managing your groups easier. Log into the broker portal first, then link to the employer portal. This will give you access to the groups for which your agency has a broker of record. For security reasons, brokers can no longer be set up as employer portal administrators (formerly known as super users).

Other pointers and tips:

- An ASO group's employer portal admin must grant access to their broker or consultant from the employer portal.
- Upon migration to the new portal, current group super users (employer portal admins) will receive an email with instructions on how to login. They'll be the only person from the group to retain access to the portal and will login with their Employer Service Center username and password.
 - Other delegate users will lose access, so employer portal admins will need to re-add them.
- Share the employer portal admin form and flyers below.

[Employer Portal Admin form](#)[Employer Portal flyer](#)

Just for you:

brokerHUBs:

- [Commercial brokerHUB](#)
- [Individual brokerHUB](#)
- [Geisinger Gold brokerHUB](#)
- [EmployerHUB](#)
- [2023 GHP ACA small group benefits documents](#)
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