

# HOW TO DO BUSINESS GUIDE ESSENCE HEALTHCARE



**Website:** [producer.essencehealthcare.com](http://producer.essencehealthcare.com)

**Producer Support:** 1-877-259-8657

**Producer Support Email:** [producerSupport@lumeris.com](mailto:producerSupport@lumeris.com)

**Customer Service:** 1-866-597-9560

## **New Business Mailing address:**

Essence Healthcare  
P.O. Box 12487  
St. Louis, MO 63132

## **Accessing Agent Portal:**

- You will receive a welcome email with a personalized link to create an account for the **Essence Healthcare Producer Portal**.
- Your portal contains access to your annual certification training and will be your one place to access information for Essence Healthcare.

## **To Submit Business:**

- Login to the Agent Portal using the **Email Address or NPN** and **Password** you created and click **Login**.
- On the **Main Menu** click **Start New Application**.
- Click **New Application** under the Year.
- This will open a new window and prompt a **Zip Code**.
- It will now display all plans available from the zip code you entered on the previous screen.

## **To Check Commissions:**

- Login to the Agent Portal using the **Email Address or NPN** and **Password** you created and click **Login**.
- On the **Main Menu** click **Commission**.
- Click **Go to Commissions** in the box.

Note: Commissions Statements will be available by the 20<sup>th</sup> of the month in which the policy is effective.

## **Senior Marketing Specialists**

801 Gray Oak Drive, Columbia, MO 65201 | (800) 689-2800 | [www.smsteam.net](http://www.smsteam.net)

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## To Check Pending Business:

- Login to the Agent Portal using the **Email Address or NPN** and **Password** you created and click **Login**.
- On the **Main Menu** click **Application Tracker**.

## To access sales and marketing supplies:

- Login to the Agent Portal using the **Email Address or NPN** and **Password** you created and click **Login**.
- On the **Main Menu** click on **Storefront**.
- You can order sales materials such as Enrollment Kits, product brochures, posters, etc.

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