

HOW TO DO BUSINESS GUIDE DEVOTED HEALTH



SENIOR MARKETING
SPECIALISTS

Agent Portal: [Devoted Health](#)

Agent Support: 877-764-9446

Agent Support Email: agent-support@devoted.com

Member Service Guide: 800-338-6833

New Business/Underwriting Fax:

- 1-833-434-0535 (Florida)
- 1-877-264-3859 (all other states)

Mailing Address Overnight/Express Address:

Devoted Health - Enrollment
PO Box 211127
Eagan, MN 55121

Helpful links:

Get marketing materials: <https://portal.mypropago.com/register/devotedhealth>

Access the agent portal: <https://agent.devoted.com/>

Find educational tools and resources: <https://www.devoted.com/brokers/>

First Time Logging in:

- The first time you log in, look for an email in your account with the subject line of **Devoted Agent Portal Log-in Details**.
- This email includes an **invite link** that you can click to create a **password** for your account. Your **username** is your **NPN number**.
- After that, you can access the portal at any time by going to [Devoted Health](#) and entering your **username** and **password**.

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To Submit Business through E-app:

Log in to the Agent Portal: [Devoted Health](#). There are a couple of options to begin an application.

Option 1:

- Click on the **Clients** tab on the left side Menu. This is a good idea if you already have the client's information listed in the system.
- You can search for your client using the **search bar** and click on the **client's name** to open their record and start the application.

Option 2:

- You can quickly create an application by clicking the **Start enrollment** button in the orange header at the top of the page.
- Once you've filled out the **Create Contact** page, click the orange **Start Application** button to complete the enrollment application.

To Check Commissions:

1. Log in to the Agent Portal: [Devoted Health](#)
2. Access your monthly Commissions statements by clicking the **Commissions** button on the left side menu and download a PDF or spreadsheet.
3. Commission statements are released by the end of each effective month (e.g., for 1/1 effective dates, you will receive commissions at the end of January).

To Check Pending Business:

Check the status of all your Devoted Clients in one place - including application tracking, enrollment status, member effective and end dates, and member IDs.

1. Log in to the Agent Portal: [Devoted Health](#)
2. Click on the **Clients** button on the left side menu.
3. You can filter the list by Status and Plan Type using the dropdowns below the search box. Check off all the options you want included in your results, then click the orange **Apply** button. Click the **Clear** link in the dropdown to clear the filter selections.

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Agent Event Submission:

1. Log in to the Agent Portal: [Devoted Health](#).
2. Once logged into your account, navigate to the **Events** button on the left side menu. Select **Submit New Event Request** on the top right.

For questions, please call Senior Marketing Specialists at 800-689-2800.

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