Healthfirst Onboarding:

1. Gather your materials and information.
   1. NPN Number
      1. Look yours up at <https://nipr.com/help/look-up-your-npn> if you don’t have it on file.
   2. License Number(s)
      1. LA or LB license is required, BR is not accepted.
   3. Copy of E&O Insurance
   4. Banking info (Voided Check)
   5. Completed W-9 form
   6. Your license, E&O, Voided Check, and W-9 need to be scanned in and uploaded during the onboarding process. We recommend you scan and save prior to starting.
2. Visit <https://social.webcomserver.com/wpm/caseEditPrepare.do?&token=3fZX1%2BSY5dNPpr6jMWffw4etIE5hJ%2Fj4%2Bz%2FDq0r7HDs%3D&tenantName=healthfirst>
   1. (Alternatively, visit [www.Healthfirst.org](http://www.Healthfirst.org) , click “Info For Brokers”, scroll down to “Get Appointed”, click on “Small Group Plans”, and then the “Get Appointed” button.)
3. Fill out the required info and submit, to create an account with the onboarding portal.
   1. An e-mail will be sent to you, and the screen **will display an error** telling you to log-in. **The log-in link is in the e-mail**.
   2. The e-mail comes from [wpm@webcominc.com](mailto:wpm@webcominc.com), with the subject line “Onboarding Invitation”
4. In this email, click the “Login” link next to “Site URL”, enter the username and auto-generated password provided in the e-mail. You’ll be prompted to re-set the password to something you’ll remember.
5. In this onboarding portal, click the Healthfirst logo at the top to return to the home page.
   1. You should have a screen showing “Open cases assigned to me”
   2. Click on the green “Onboarding-OB” link next to your name.
6. Once your NPN is confirmed, the next page contains 6 separate tabs of information that must be completed.
   1. General, Licenses, Background Questionnaire, Insurance, Banking Information, Commercial Agreement
   2. You may **SAVE** between each tab, but **do not submit** **until all 6 tabs are completed**, or you will get an error (and duplicate copies appear in the home page).
7. Upon completing the 6th tab, Commercial Agreement, you may submit, and will get a confirmation notice indicating review takes 3-5 days.
   1. You are directed to print this page for your records.
   2. They will follow up via e-mail.
8. If any information is missing, you will receive an “Onboarding Notification” from the [wpm@webcominc.com](mailto:wpm@webcominc.com) email address, listing what is required.
   1. You must log back into the portal, update the required information, and re-submit.
9. If your information is complete, and the appointment is approved, you will be e-mailed an “Approval of broker appointment application” from [healthfirst@healthfirst-email.com](mailto:healthfirst@healthfirst-email.com)
   1. A link in the e-mail directs you to the broker portal, to create an account.
   2. You must **scroll down to the bottom** and click the “Don’t have an account? Sign up” link.
      1. Type in your name, email address, NPN number, and submit.
      2. You will receive an e-mail titled “Verify your Email Address” from [hfic-portal@healthfirst.org](mailto:hfic-portal@healthfirst.org)
         1. Click the link to verify your e-mail.
         2. You will create a password.
      3. You are then directed to log-in using your password.
         1. 2-factor-authentication is in place, you must enter a 6-digit pincode before logging in
         2. The pincode is e-mailed to you from [no-reply@healthfirst.org](mailto:no-reply@healthfirst.org) with the subject line “Healthfirst verification code”.
            1. It is only valid for 5 minutes, so, do not delay or you must request a new code.
            2. You must manually type it in, no copy&paste allowed.
10. You are now onboarded, appointed, and logged into your broker portal account.