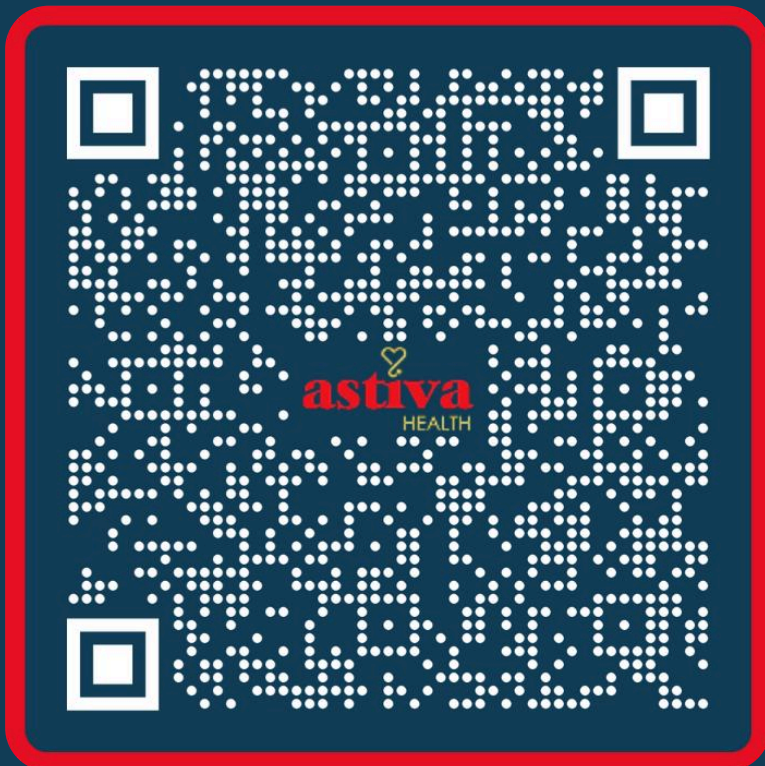




BROKER HANDBOOK



Scan For Digital Version

For broker use only - not for member use



About Us

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](#)

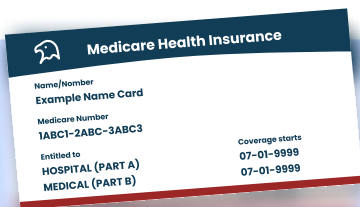
Santa Clara County:

[Astiva Health Savings Plan \(HMO\) 011](#)

[Astiva Health Premier Plan \(HMO\) 012](#)

[Astiva Health C-SNP WOW Plan \(HMO\) 013](#)

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

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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Frequently Asked Questions (FAQ)	11.

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 – All Medications Below are “Yes-Definitely”

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
BRILINTA	ENTRESTO	PROPAFENONE
BUMETANIDE	EPLERENONE	SOTALOL HCL
CILOSTAZOL	FARXIGA	SPIRONOLACTONE
DABIGATRAN	FLECAINIDE	SPIRONOLACTONE/HCTZ
DIGOXIN	FUROSEMIDE	WARFARIN
	MULTAQ	XARELTO
	POTASSIUM CHLORIDE	
	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

Healthcare Associates of California
Lakeside Medical Group
Medcare Partners - Direct
Noble Community Medical Associated - LA
NXT IPA
Optimum Medical Associates IPA
Pacific Associates Medical Group
Paramount IPA
Physician Partners IPA
Premier Care IPA
Primary Care Associates of California
Rapha IPA
Regal Medical Group
Sierra 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
Concierge HMO
Direct Network
Evergreen IPA
Freedom Physicians Corp
IN Physician Associates
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
Passion for Healing Medical Group
Physician Healthcare Integration
Physician Partners IPA
Premier Care IPA
Primary Care Associates of California
Rapha IPA
Regal Medical Group
Select Health System
Sierra Medical Group
United Care Medical Group (UCMG)
United Physicians International - OC
Vitruvian Care IPA
Western Medical 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

Blue Zones Health of California
Capital Health Physicians
Desert Oasis Healthcare
Empire Healthcare IPA
Freedom Physicians Corp
Heritage Victor Valley Medical Group
Lakeside Medical Group
Medcare Partners-Direct
Merit IPA
Pacific Associates Medical Group
Primary Care Associates of California
Regal Medical Group
Rios Southwest Medical Group
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 containing information about new medical group in your selling county.

Tip

You can also find a list of our medical groups:

[astivahealth.com](https://www.astivahealth.com) by

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

San Diego County

Avanta Medical IPA
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
Health Excel IPA

Santa Clara County

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

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](#)



Astiva Catalog: [View Astiva Catalog](#)



Tip!

In 2026, Astiva Health catalog-FLEX benefits 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



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



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

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 a 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
- 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://www.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



Enroll
Find a Provider
Find an Eye Doctor
Find a Dentist
Find a Acupuncturist
Find a Pharmacy
Medications
Resources
Flex Card / WEX Card
Find a Market



Find a pharmacy



Find medications

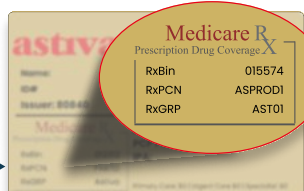


Find supermarket

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).

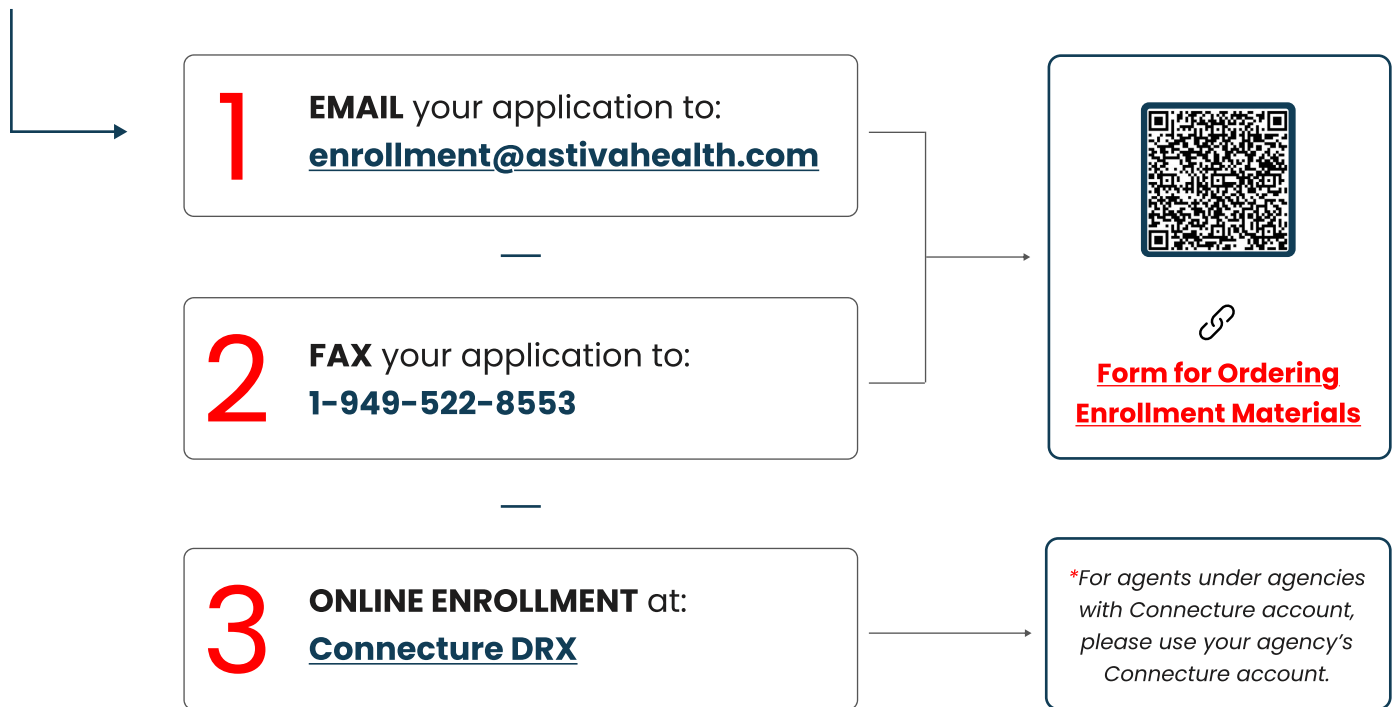


Ways to Enroll your Client

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

 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.

* 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.

* 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.

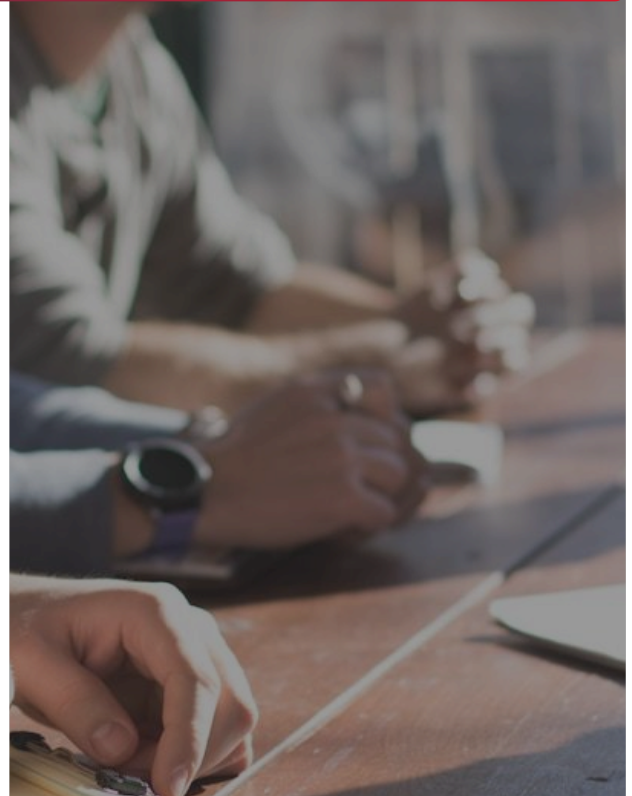
What is the turnaround time for a submitted application?

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.




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