

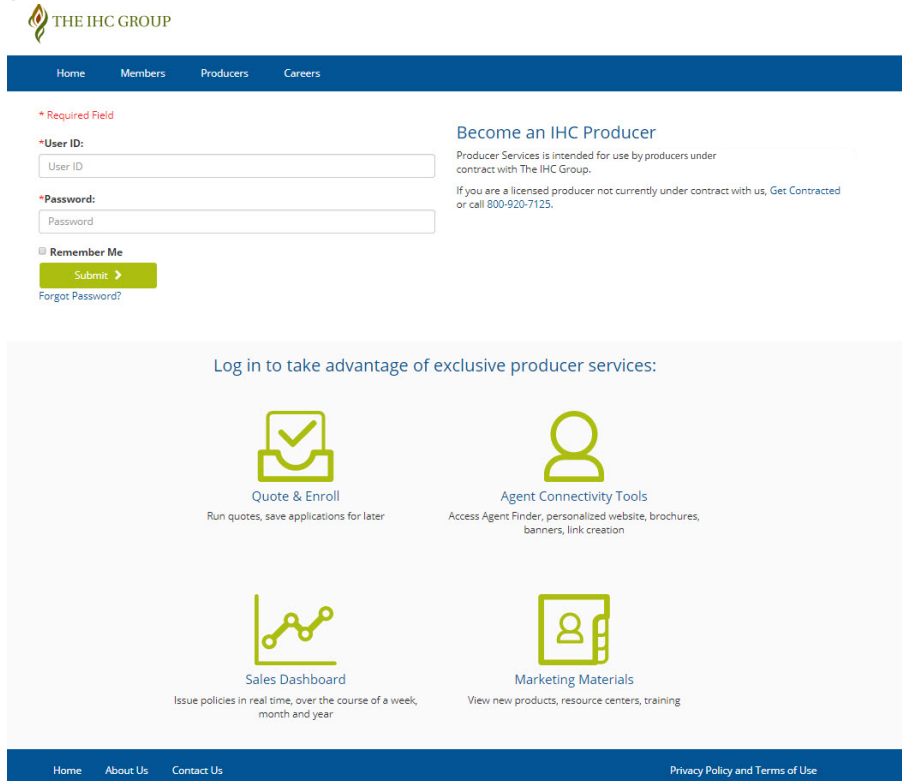
Producer Portal Guide

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Producer Login Page



The screenshot shows the Producer Login Page for The IHC Group. At the top, there is a navigation bar with links: Home, Members, Producers, and Careers. Below the navigation bar, there is a login form with the following fields:

- *Required Field**
- *User ID:** A text input field labeled "User ID".
- *Password:** A text input field labeled "Password".
- Remember Me:** A checkbox.
- Submit >** A green button.
- Forgot Password?** A link.

To the right of the login form, there is a section titled "Become an IHC Producer" with the following text:

Producer Services is intended for use by producers under contract with The IHC Group.
If you are a licensed producer not currently under contract with us, Get Contracted or call 800-920-7125.

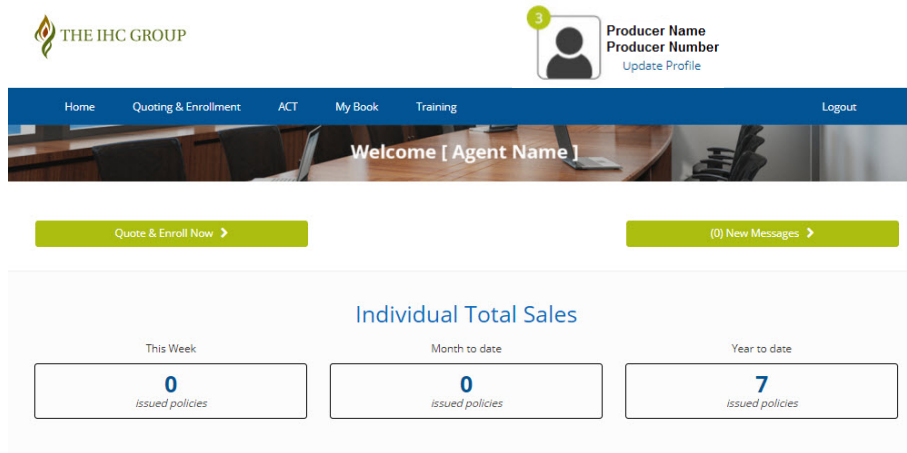
Below the login form, there is a section titled "Log in to take advantage of exclusive producer services:" with four icons and descriptions:

- Quote & Enroll:** Run quotes, save applications for later.
- Agent Connectivity Tools:** Access Agent Finder, personalized website, brochures, banners, link creation.
- Sales Dashboard:** Issue policies in real time, over the course of a week, month and year.
- Marketing Materials:** View new products, resource centers, training.

At the bottom of the page, there is a navigation bar with links: Home, About Us, Contact Us, and Privacy Policy and Terms of Use.

The producer login page gives an overview of what The IHC Marketplace offers producers. Visit <https://producers.ihcmarketplace.com/Account/Login> - login using your producer number and password to enter the portal. **Make sure to add this URL to your bookmarks.**

Dashboard and Message Center



The screenshot shows the Producer Dashboard and Message Center for The IHC Group. At the top, there is a navigation bar with links: Home, Quoting & Enrollment, ACT, My Book, Training, and Logout. Below the navigation bar, there is a welcome message: "Welcome [Agent Name]".

Below the welcome message, there are two green buttons:

- Quote & Enroll Now >**
- (0) New Messages >**

Below the buttons, there is a section titled "Individual Total Sales" with three boxes showing sales data:

This Week	Month to date	Year to date
0 issued policies	0 issued policies	7 issued policies

Below the sales data, there is a section titled "Message Center" with a table showing messages:

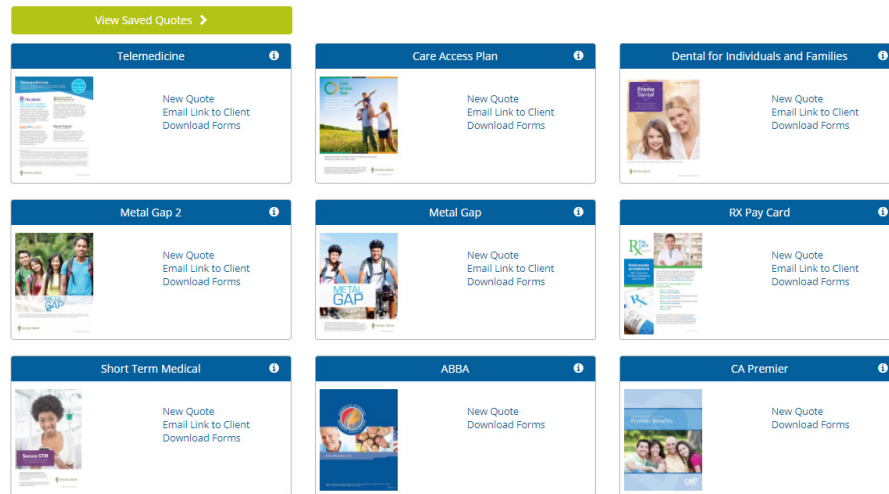
Subject	Date Received
Welcome to the...	7/20/2017 6:51:52 AM

The dashboard and message center will be the first page producers see at login. Individual sales and new messages will display here. The navigation bar at the top directs to the remaining website functions.

Quoting and Enrollment

Quoting & Enrollment

Individual

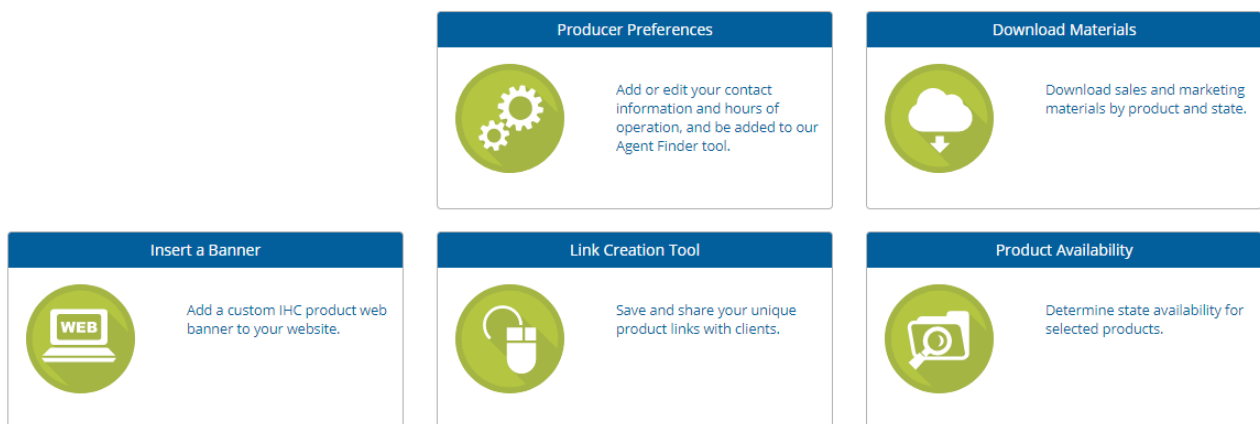


The quoting and enrollment page displays all available products for sale. Under each product you can choose to start a new quote, send a quote to a client or view the forms pertaining to that product.

Agent Connectivity Tools (ACT)



Agent Connectivity Tools

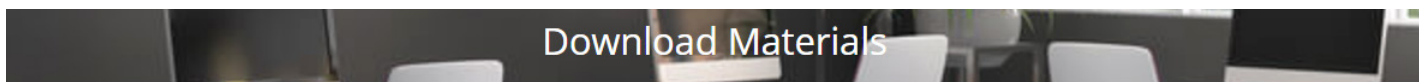


Agent Connectivity Tools, or ACT, are here to help with the producer and customer experience. Here you can insert banners into emails and download sales materials to send to clients as well as view product availability.

What is Health eDeals? [Click Here.](#)

Note: These screenshots should be used only for reference and may not display exactly as you see.

Download Materials



Download Materials

Download Materials

To view and print these documents, you need Adobe Acrobat Reader. This free software is available from Adobe. [Click here to download](#)

Select State ▼

Select Product ▼

Select Product Name ▼

Display >

Download Materials is where you download marketing materials by state and product.

Insert a Banner

Producer Name

Producer Number

Update Profile

[Home](#)
[Quoting & Enrollment](#)
[ACT](#)
[My Book](#)
[Training](#)
[Logout](#)

Insert a Banner

Insert a Banner

Below you will find banner ads for available online IHC product lines. To add a banner to your website with your unique agent link, just follow these three simple steps:

1. Click "Copy HTML" above the banner you want to be displayed on your webpage.
2. The HTML for your selected banner will be copied to the clipboard.
3. Paste it into the desired locations of your HTML web page.

Care Access Plan

Copy HTML

Care Access Plan

Fast benefit delivery plan for individuals and families

- Hospital, surgical, and critical illness benefits—no deductibles
- Covers preventive, diagnostic, and other out-of-pocket costs

[Find out more >>](#)

Critical Illness

Copy HTML

Critical Illness Insurance

Cash benefit paid when you are diagnosed with a covered critical illness

- Benefit amounts from \$20,000 - \$50,000
- Three coverage categories with multiple payment benefits

[Find out more >>](#)

Dental For Individuals and Families

Copy HTML

Dental

Dental insurance for individuals and families

- Three plan options
- No waiting period for preventive care
- Quick, easy online enrollment

[Find out more >>](#)

Metal Gap

Copy HTML

Metal Gap

Cash benefits of up to \$5,000 in Accident Medical Expense coverage

- Long-term \$7,500 cash benefits in Critical Illness coverage
- Optional \$1,000 first day hospital stay benefit

[Find out more >>](#)

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Copy HTML

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- Long-term \$7,500 cash benefits in Critical Illness coverage
- Optional \$1,000 first day hospital stay benefit

[Find out more >>](#)

Metal Gap 2

Copy HTML

Metal Gap 2

Cash payments when a covered critical illness or accident occurs

- Payments can be used to pay for your health plan's deductible, cost-sharing or for every day expenses
- Guaranteed issue plan

[Find out more >>](#)

Rx Pay Card

Copy HTML

Rx Pay Card

Network of 55,000+ pharmacies

- Discounts on generic and brand name
- Nationwide acceptance

[Find out more >>](#)

Short Term Medical

Copy HTML

Temporary Health Insurance

Coverage for 30 to 364 days

- No network -- see any doctor
- Affordable short-term option

[Find out more >>](#)

Telemedicine

Copy HTML

Telemedicine

Reliable, 24/7 physician consultations

- Advocacy and support for complicated conditions and high-dollar claims
- Vision discounts, and
- Wellness-related articles and blogs

[Find out more >>](#)

Metal Gap 2

Copy HTML

Metal Gap 2

Cash payments when a covered critical illness or accident occurs

- Payments can be used to pay for your health plan's deductible, cost-sharing or for every day expenses
- Guaranteed issue plan

[Find out more >>](#)

Rx Pay Card

Copy HTML

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[Find out more >>](#)

Temporary Health Insurance

Copy HTML

Temporary Health Insurance

Coverage for 30 to 364 days

- No network -- see any doctor
- Affordable short-term option

[Find out more >>](#)

Telemedicine

Copy HTML

Telemedicine

Reliable, 24/7 physician consultations

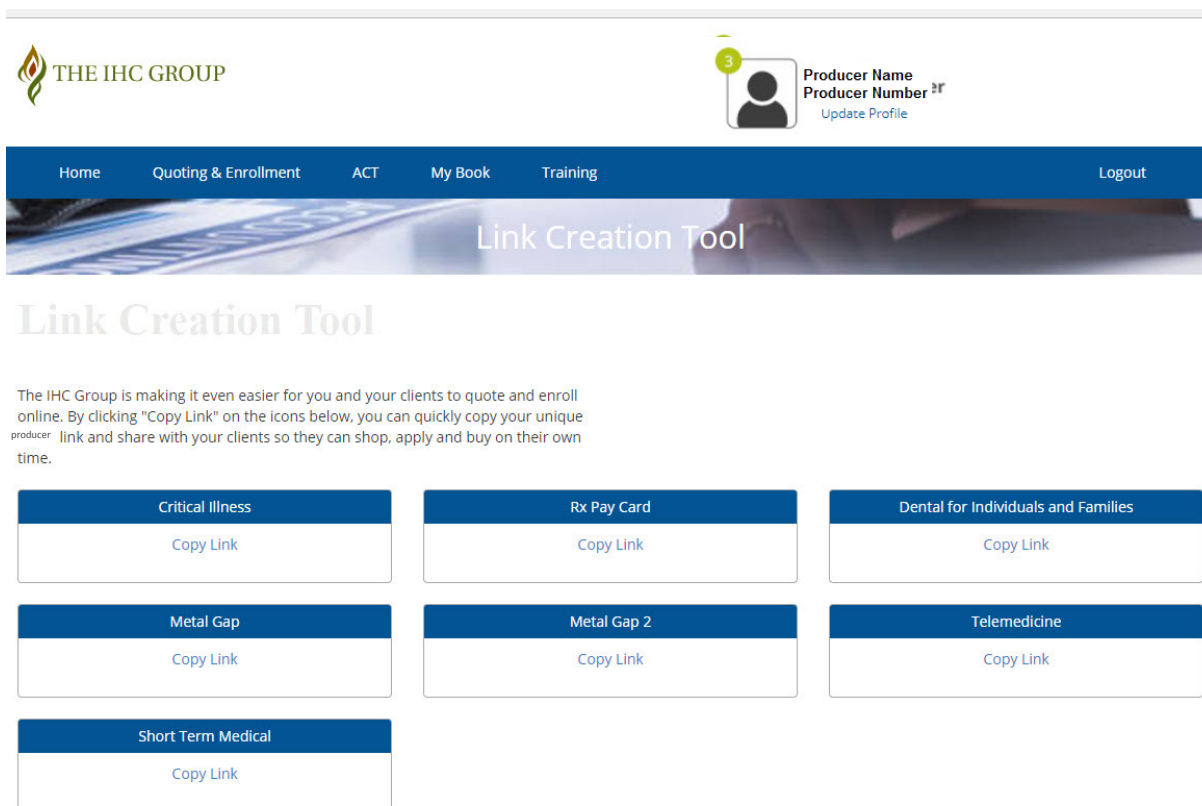
- Advocacy and support for complicated conditions and high-dollar claims
- Vision discounts, and
- Wellness-related articles and blogs

[Find out more >>](#)

[Home](#)
[About Us](#)
[Contact Us](#)
[Privacy Policy and Terms of Use](#)

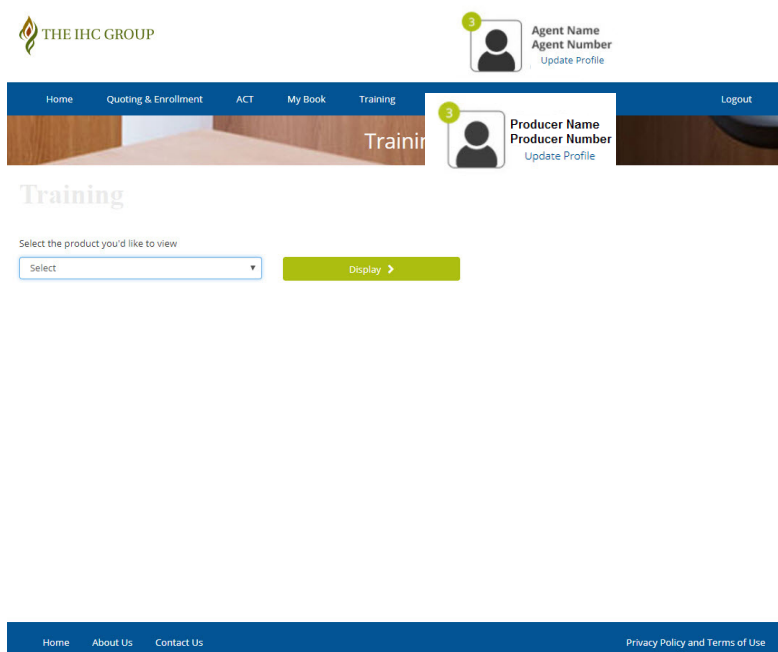
Insert a Banner is where you will find banner ads for available online IHC product lines. To add a banner to your website with your unique producer link, just follow the steps at the top of the page.

Link Creation Tool



Link Creation Tool allows you to copy your own unique selling link for available products and share with clients.

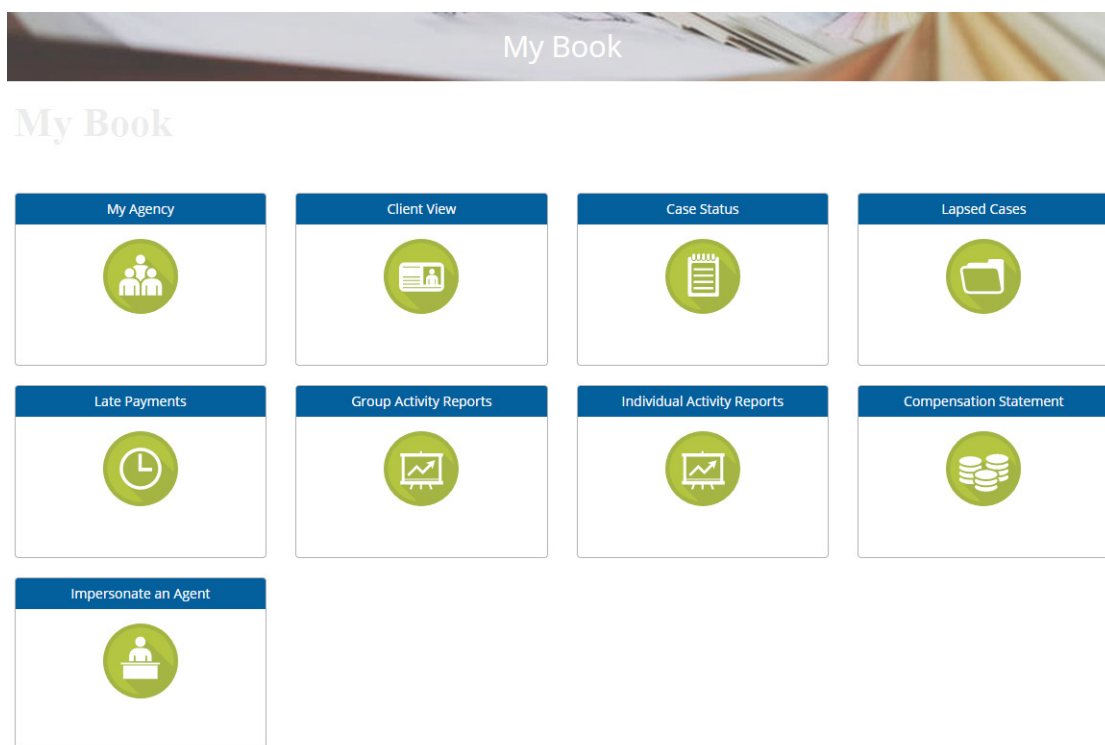
Product Availability



Product Availability will bring you to our Training tab, where you can find marketing materials.

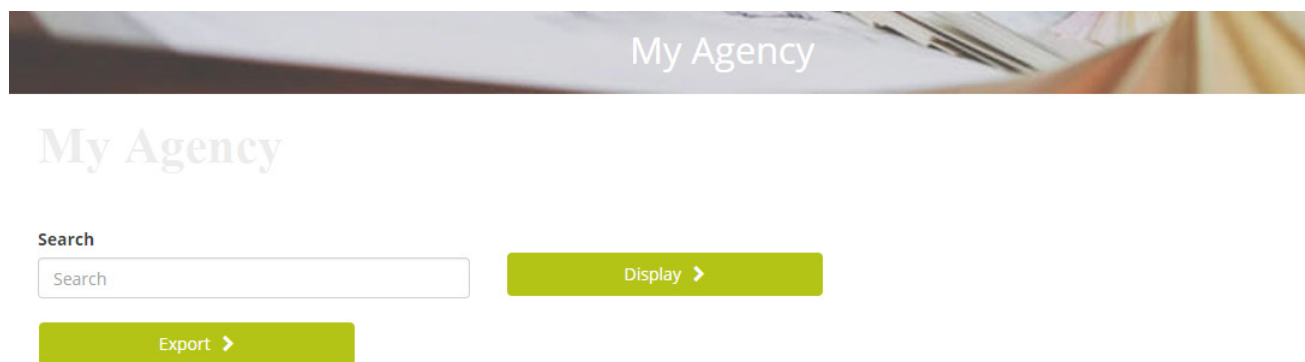
Note: These screenshots should be used only for reference and may not display exactly as you see.

My Book



My Book is your personal book of business. View client information, case status, lapsed cases, late payments, activity reports and commission statements.


My Agency



My Agency: if you have a downline, you will be able to view your downlines information. My Agency will display producer name, producer number, email and phone number.

Note: These screenshots should be used only for reference and may not display exactly as you see.

Client View



Client View

Name

Email

Search >


Create New >

Upload Client File >

Download Template >

Client View is where you can search through your list of existing clients to see their information. One of the new features associated with Client View is the ability to add your own list of clients/leads into your own database. Click on “Create New” and add demographic information and notes.

Case Status



Case Status

Selection criteria

Product Type

Product Type ▾

Policy Number

Producer Number

Case Name

Cases With Activity Since (enter the date)

Case Status

Case Status ▾

Effective Date

From: To:

Date Recieved at IHC

From: To:

Termination Date:

From: To:

Display >

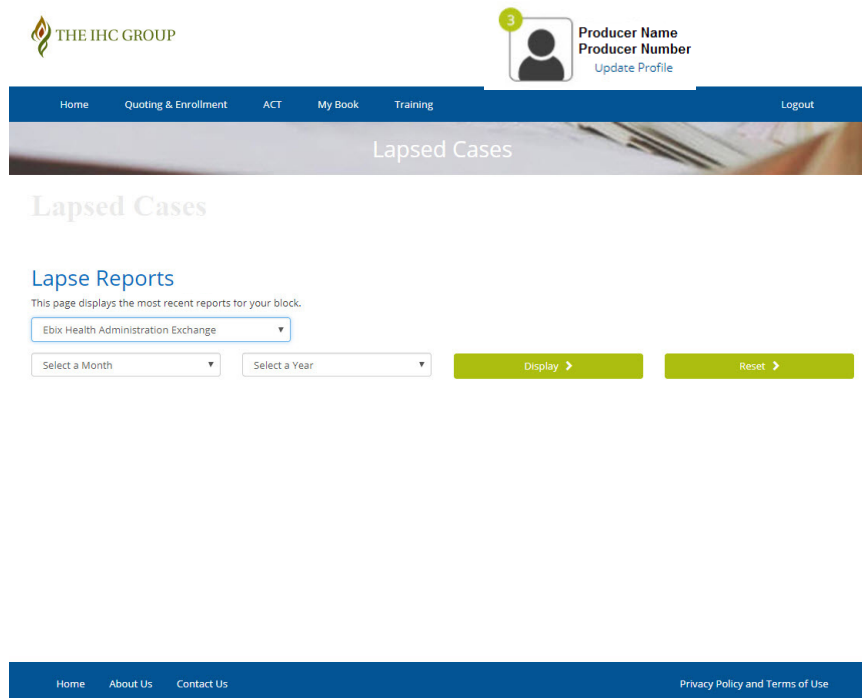
Reset >

Home About Us Contact Us IHC Intranet


Privacy Policy and Terms of Use

Use Case Status to see the underwriting status of a case, cases with activity, effective dates, policy numbers, etc. You can search cases by name, policy number, effective date or termination date.

Lapsed Cases



THE IHC GROUP

3  Producer Name
Producer Number
[Update Profile](#)

Home Quoting & Enrollment ACT My Book Training Logout

Lapsed Cases

Lapse Reports

This page displays the most recent reports for your block.

Ebix Health Administration Exchange

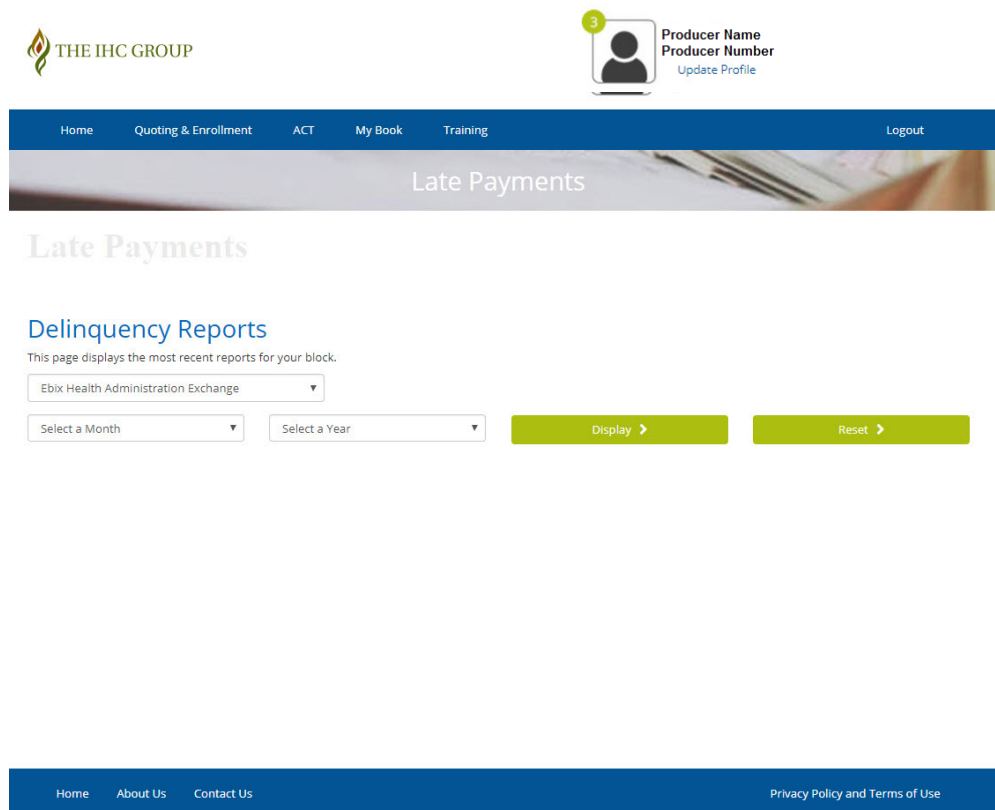
Select a Month Select a Year

Display Reset


Home About Us Contact Us Privacy Policy and Terms of Use

Lapsed Cases displays lapse reports, showing the most recent reports for your book of business.

Late Payments



THE IHC GROUP

3  Producer Name
Producer Number
[Update Profile](#)

Home Quoting & Enrollment ACT My Book Training Logout

Late Payments

Delinquency Reports

This page displays the most recent reports for your block.

Ebix Health Administration Exchange

Select a Month Select a Year

Display Reset

Home About Us Contact Us Privacy Policy and Terms of Use

Late Payments shows which clients are running behind on their payments.

Group Activity Reports

Activity Reports

Activity Reports

Group

Activity Summary (last 7 days)

New Business

Open: 0

Submitted: 0

Offers: 0

Signed Proposals: 0

Renewals

Open: 0

Submitted: 0

Offers: 0

Signed Proposals: 0

Products

Select a Product

Effective Date

mm/dd/yyyy

Employer Name

Employer Name

Case Status

Select a Status

Date Quoted Range

mm/dd/yyyy

To

mm/dd/yyyy

Display >

Export >

Quote Number	Product	Effective Date	Date Quoted	Status	Changes	Changed By	PDFs
--------------	---------	----------------	-------------	--------	---------	------------	------

Group Activity Reports is your activity summary of group products. Group Marketplace and Simplified Funding Concept activity reports are now combined.

Individual Activity Reports

Activity Reports

Activity Reports

Individual

Activity Summary (last 7 days)

Pending Quotes: 0

Incomplete Applications: 0

Submitted Cases: 0

Products

Product

Effective Date

mm/dd/yyyy

Case Number

Case Number

Applicant Name

First Name Last Name

Action Date Range

mm/dd/yyyy

To

mm/dd/yyyy

Display >

Export >

No Results

Home

About Us

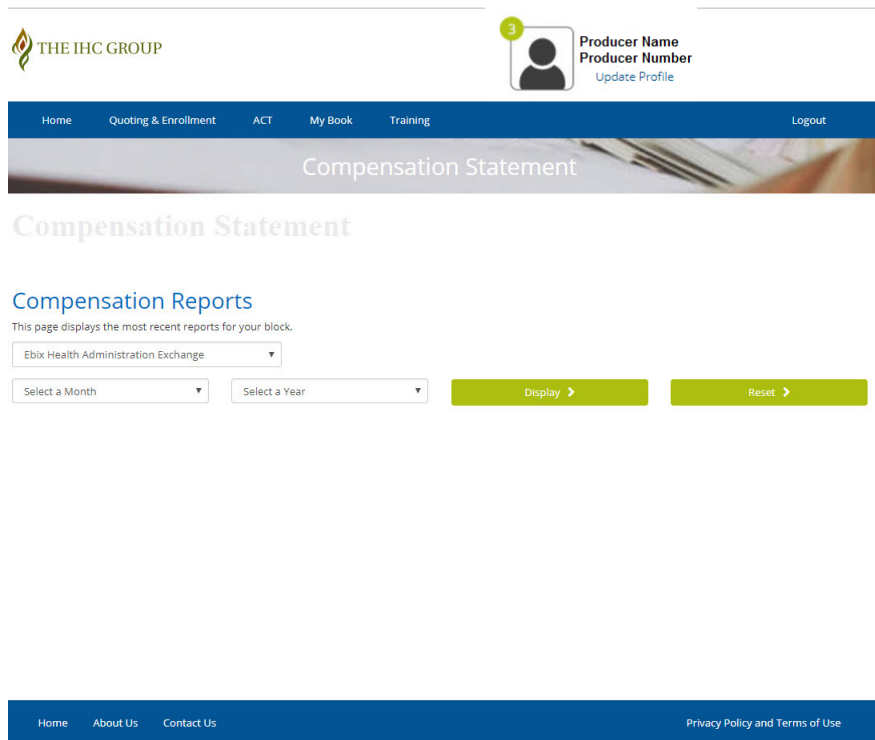
Contact Us

IHC Intranet


Privacy Policy and Terms of Use

Individual Activity Reports is your activity summary of individual Marketplace products.

Compensation Statement



THE IHC GROUP

3  Producer Name
Producer Number
[Update Profile](#)

Home Quoting & Enrollment ACT My Book Training Logout

Compensation Statement

Compensation Reports

This page displays the most recent reports for your block.

Ebix Health Administration Exchange

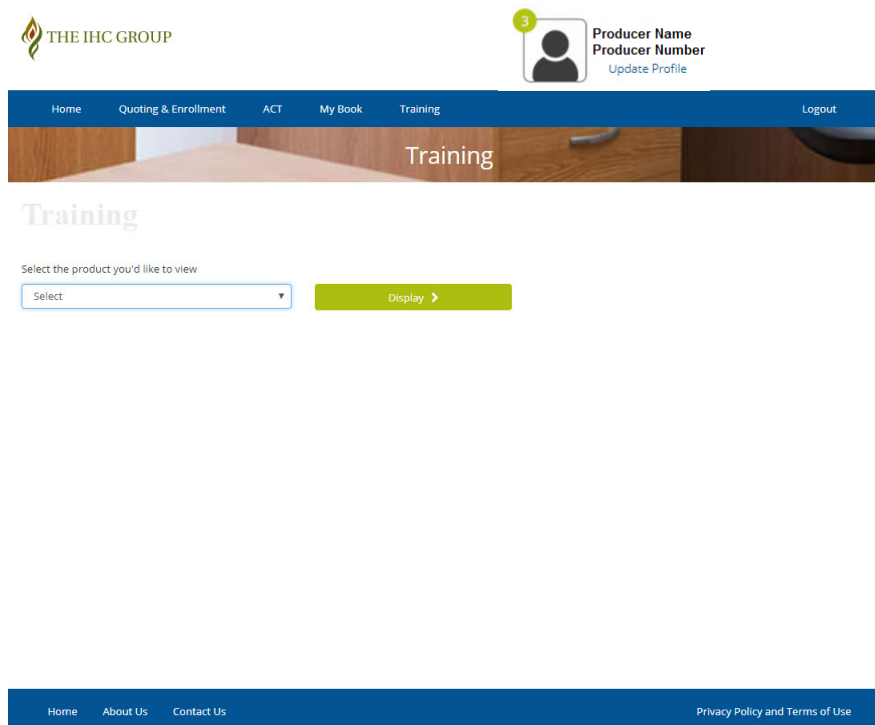
Select a Month Select a Year

Display > Reset >


Home About Us Contact Us Privacy Policy and Terms of Use

Compensation Statement is where you can search your compensation reports by TPA, month and year.

Training



THE IHC GROUP

3  Producer Name
Producer Number
[Update Profile](#)

Home Quoting & Enrollment ACT My Book Training Logout

Training

Training

Select the product you'd like to view:


Select


Display >

Home About Us Contact Us Privacy Policy and Terms of Use

Training will display training and marketing materials for whichever product you need.

Update Profile





Producer Name

Producer Number

Update Profile

Update Profile

[Home](#)
[Quoting & Enrollment](#)
[ACT](#)
[My Book](#)
[Training](#)
[Logout](#)

Update Profile

Producer Name:
User Number:
Email Address:

Your new password must contain a minimum of eight alphanumeric characters, at least one uppercase and one lowercase letter, one number, and one special character.

*** Required Field**

*** Current Password:**

*** New Password:**

*** Confirm New Password:**

[Submit >](#)

New Email Address:

Confirm New Email Address:

[Submit >](#)

[Home](#)
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[Contact Us](#)
[Privacy Policy and Terms of Use](#)

When you select the blue “Update Profile” link at the top of your screen, you will be directed to your profile page. Here you can change your password and email address.

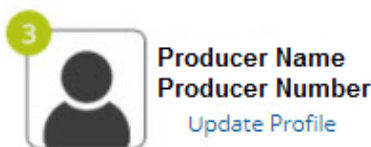
New Security Requirements

The producer portal has new security requirements!

Producers nearing 180 days of inactivity will receive a warning email 2 weeks, 1 week and 2 days prior to their account being locked.

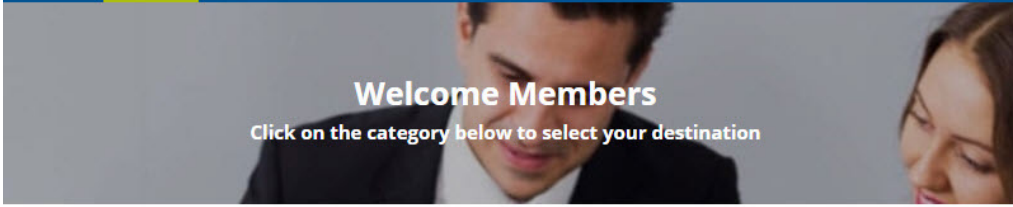
If your account does become locked, please email info@ihcgroup.com or call 866-746-6610.

Producers also need to renew their password every 180 days. Once your password is nearing 180 days of use, you will receive a warning email 2 weeks, 1 week and 2 days prior to the renewal. If you need to reset your password, please visit “Update Profile” - there you will find a form to fill out and change your password. **Your new password must contain a minimum of eight alphanumeric characters, at least one uppercase and one lowercase letter, one number, and one special character.**



Members Page

[Home](#)
[Members](#)
[Producers](#)
[Careers](#)




Welcome Members

Click on the category below to select your destination


Manage Policy Online

You can access all of your policy documents including Explanation of Benefits, view/edit/make payments, update your address, find a list of frequently asked questions, and much more.

Our products are administrated by two companies, and this affects how you will access your policy documents. How do you know which administrator to choose?



LOOMIS
THE LOOMIS COMPANY



EBIX HEALTH
ADMINISTRATION
EXCHANGE

If you purchased these products after May 17, 2017:

- Independence American Insurance Company (IAIC) Short Term Medical
- Independence American Insurance Company (IAIC) Metal Gap 2
- Independence American Insurance Company (IAIC) Independence Dental

And/or your policy number starts with 05.

In the future, visit this page and click on "Visit your IHC Marketplace account" to log in.
For any other product, use [this link](#) to manage your policy.

Still not sure? [Click here](#) to verify.

IHC Marketplace Fulfillment Center

Online fulfillment center for Short Term Medical, Metal Gap and RX Pay Card.

[Visit your IHC Marketplace account >](#)

Critical Illness Fulfillment Center

Online fulfillment center for Critical Illness.

[Visit your Critical Illness account >](#)

[Home](#) | [About Us](#) | [Contact Us](#)
[Privacy Policy and Terms of Use](#)

The Members page is what clients will see when they login to their My IHC Group portal. Here they can manage their policies as well as visit the different online fulfillment centers.

If you have any additional questions, please contact your IHC representative.

About The IHC Group

Independence Holding Company (NYSE: IHC), formed in 1980, is a holding company that is principally engaged in underwriting, administering and/or distributing group and individual specialty benefit products, including disability, supplemental health, pet, and group life insurance through its subsidiaries (Independence Holding Company and its subsidiaries collectively referred to as “The IHC Group”). The IHC Group includes three insurance companies (Standard Security Life Insurance Company of New York, Madison National Life Insurance Company, Inc. and Independence American Insurance Company), and IHC Specialty Benefits, Inc., a technology-driven full-service marketing and distribution company that focuses on small employer and individual consumer products through general agents, telebrokerage, call centers, advisors, private label arrangements, independent agents, and through the following brands: www.HealtheDeals.com; Health eDeals Advisors; Aspira A Mas; www.PetPartners.com; and www.PetPlace.com.



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