

# Broker Onboarding/Certification with Essence Is Easy

## New Producers

**1 Contact your preferred Essence agency upline.**

If you don't have a preferred upline, call our Producer Support team at 1-877-259-8657.

**2 Watch for an email from [producersupport@lumeris.com](mailto:producersupport@lumeris.com) for portal account access.**

**3 Log in and begin onboarding!**

## Recertification

**Returning brokers or brokers with existing accounts** won't receive recertification emails. You can manually navigate to the portal, log in and follow the same process as new producers.

No need to enter your producer details annually, we securely store your information for you. Please review and save your details on the [Producer Portal](#).

## Training

- We only require your AHIP Certificate and **one testing module** (less than 25 minutes).
- Visit [EssenceHealthcare.com/The-Broker-Beat](https://EssenceHealthcare.com/The-Broker-Beat) for rollout schedules and RSVP details.

## Contracts

Our contracts are updated annually, giving you line of sight on important changes. Just read, sign electronically and complete onboarding.

## For more information:

1-877-259-8657 • [producersupport@lumeris.com](mailto:producersupport@lumeris.com)

All Producer Support hours are Central Time.

Weekday Hours • Monday through Friday, 8 a.m. to 6 p.m. (open phone queue)

Saturday Hours • October 5 through November 30, 8 a.m. to 1 p.m.

• December 7, 8 a.m. to 6 p.m.

We're also available from 8 a.m. to 1 p.m., Sunday, December 8.



Submit your request to contract.

[EssenceHealthcare.com/Producer-Recruitment](https://EssenceHealthcare.com/Producer-Recruitment)



Visit [EssenceHealthcare.com/The-Broker-Beat](https://EssenceHealthcare.com/The-Broker-Beat)

to stay up-to-date on Essence news and resources.

