

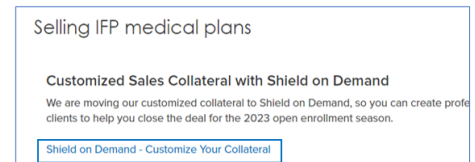
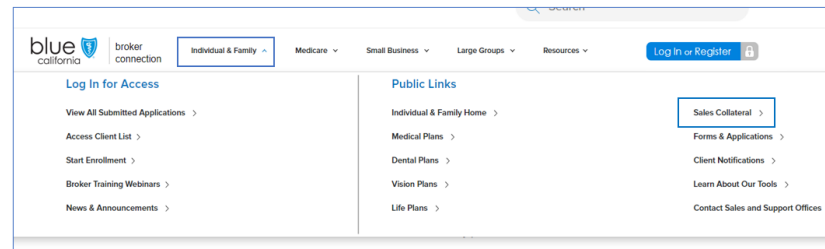
# Quick Start Guide – Shield on Demand

## Logging in for the first time

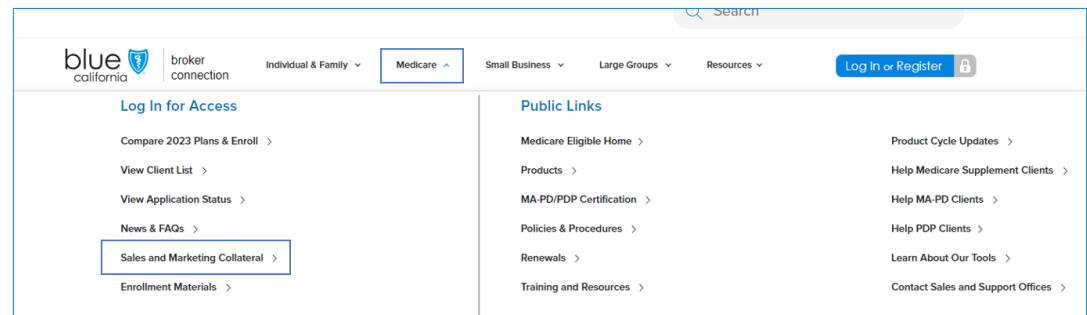
Shield on Demand works via Single Sign On (SSO) using your Broker Connection account ID.

1. If you have not logged into Broker Connection prior to clicking on the Shield On Demand, you will get a pop up to enter your Broker Connection credentials.
2. You must log-in through the links on Broker Connection to access marketing materials:

- [IFP Broker Log-In](#)



- [Medicare Broker Log-In](#)



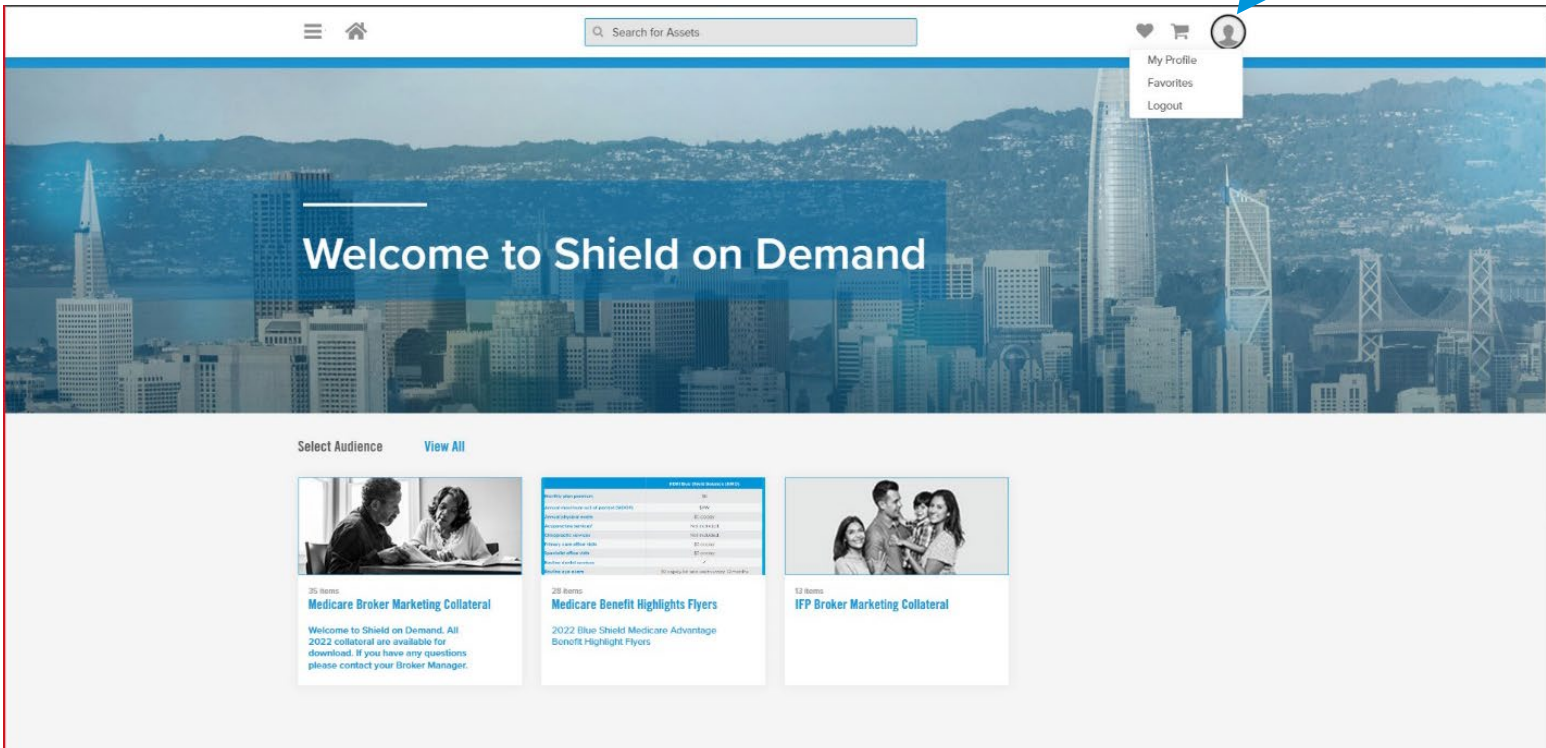
3. Enter your Broker Connection credentials
4. The Shield on Demand home screen will pop up with you logged in



# Update "My Profile"

Click on the avatar on the top right corner and click My Profile to update profile attributes.

## Shield on Demand Home Screen



# Profile Attributes

Update your profile accordingly

1

Profile Attributes

First Name

Operating Hours

Last Name

Job Title

Street Address

City

State

Zip

Phone

phoneTTYtext

Fax

Email

License

## Pro Tip:

Complete your profile attributes to speed up customizations and pre-populate your info into your collateral.

When finished, click Apply Changes

2

Ready to Customize collateral? Click on the Home icon, top left corner of the screen



3



# Shield on Demand Home Page

Search by typing keywords into the search bar

The screenshot shows a search interface with a search bar containing the text "webinar". Below the search bar, a dropdown menu displays "Top Asset results for 'webinar'" with three items: "Medicare Webinar Flyer", "Medicare Webinar Seminar Sales Presentation", and "Medicare Webinar Seminar Sales Presentation". The main content area shows a grid of search results. The first row includes "Medicare Webinar Seminar Sales Presentation" (updated August 2020), "Medicare Webinar Flyer" (FR1LTR\_08-20), and "Medicare Plan G Extra Flyer" (A52054-MS-PR\_09-20). The second row includes "Medicare Low Income Subsidy Flyer" (A52562\_01-21), "Medicare Decision Guide-FF" (A51728-BSC-COMP-PR\_10-20), and "Medicare Med Supp Health PAAG Brochure - Cost Share" (MSP15573-PR\_12-20). A left sidebar contains filters for "Medicare Brokers", "Language" (English, Spanish), "Audience" (Medicare Prospects), "Plan Type" (Medicare), "Topic" (Event Items, Plans/Networks, Programs/Services), "Material Type" (Brochure, Flyer, Presentation), and "Group" (Medicare Brokers). A search bar at the top left of the sidebar contains the text "webinar".

Filter your search by language, material type, and many more

Click the item or the pencil icon to start customizing a piece



# Customize Marketing Material

1  
Fill in  
custom  
info

Customize >

**Medicare Med Supp Comparison Flyer**

Agent First Name\*

Agent Last Name\*

Agent License\*

Agent Phone\*

TTY Option

Operating Hours\*

Agent url/email\*

Hablamos Español\*

Cancel
Preview

View

□
☰

Page

-
+

1 of 2

Zoom

-
+

100%

Get a Blue Shield Medicare Supplement plan with **more benefits**.  
Access the care you've earned. We've got you covered.

	Plan G	Plan G Extra <sup>1</sup>	Plan G Inspire <sup>3</sup> <small>Available in northern California</small>	Plan F Ex
<b>A Deductible:</b> <small>4<sup>1</sup> during first 60 days of hospitalization</small>	●	●	●	●
<b>B Deductible:</b> <small>200<sup>2</sup> of Medicare-approved medical expense amounts initial hospitalization up to 365 days</small>	●	●	●	●
<small>remainder of Medicare-approved medical expense amounts</small>	●	●	●	●
<small>care Part B excess charges<sup>5</sup></small>	●	●	●	●
<small>overnight travel emergency care services during first 60 days of trip outside United States</small>	●	●	●	●
<b>Enjoy these benefits included with all Blue Shield Medicare Supplement plans</b>				
<small>SilverSneakers<sup>6</sup> fitness and wellness programs<sup>4</sup></small>	●	●	●	●
<small>NurseHelp 24/7<sup>9A</sup></small>	●	●	●	●
<b>Enjoy these extra benefits included with select Blue Shield Medicare Supplement plans</b>				
<small>vision benefits<sup>7</sup></small>		●	●	●
<small>Hearing aid benefits</small>		●	●	●
<small>Personal emergency alert device</small>				●
<small>Access to doctors on-call 24/7</small>		●	●	
<small>Quarterly allowance for over-the-counter (OTC) items<sup>8</sup></small>		●	●	
<small>Independence and Safe Mobility with AAA  <ul style="list-style-type: none"> <li>• Classic AAA Membership, annually upon enrollment<sup>6</sup></li> <li>• AAA Roadwise Driver</li> <li>• Access to Educational Driving Resources</li> </ul> </small>			●	

**(844) 729-4090 (TTY: 711) | Visit: [bsca.com/getsupp1](https://bsca.com/getsupp1)**

2

Click Preview



# Preview Customized Marketing Material

**Agent First Name**  
John

**Agent Last Name**  
Smith

**Agent License**  
A123456789

**Agent Phone**  
(866) 455-6012

**TTY Option**  
, TTY: 711

**Operating Hours**  
8 a.m. to p.8m., Monday through Friday

**Agent url/email**  
www.personalURL.com, john.smith@broker.com

**Hablamos Español\***  
Yes

**Call your authorized Blue Shield broker today to enroll anytime.**  
John Smith/A123456789 | (866) 455-6012, TTY: 711  
8 a.m. to p.8m., Monday through Friday  
www.personalURL.com, john.smith@broker.com | Hablamos español

- Blue Shield of California actuarial estimate of extra benefits assuming maximum coverage over the course of 2021 for Blue Shield Medicare Supplement Plan G Extra.
- Available in select counties in northern California. Plan G Inspire includes more than \$2,000 in extra benefits, which is the Blue Shield of California actuarial estimate of extra benefits assuming maximum coverage over the course of 2021 for Blue Shield Medicare Supplement Plan G Inspire.
- Plan F Extra is only available to applicants who attained age 65 before January 1, 2020, or first became eligible for Medicare benefits due to disability before January 1, 2020.
- Effective January 1, 2021. The Medicare cost-sharing amounts listed are subject to change each year.
- If your physician does not accept Medicare assignment, you must pay the difference between the total amount billed and the Medicare-approved amount. This difference is called "excess charges."
- Available to all Blue Shield of California Medicare Supplement plan members at no additional cost.
- Vision benefits include coverage for costs that are not traditionally covered by Original Medicare, such as eye exam, frames, eyeglass lenses, or contact lenses.
- The OTC benefit applies to Plan G Extra and Plan G Inspire only. The OTC benefit allows a one-time use per quarter allowance for eligible items. The unused allowance cannot be rolled over into the next quarter.
- One-year new or renewal Classic AAA Membership, valued at up to \$56/year in 2021. AAA Membership provided by AAA Northern California, Nevada & Utah.

Blue Shield of California complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. For more information, visit blueshieldca.com/about/nondiscrimination.

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NurseHelp 24/7 is a service mark of Blue Shield of California.

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Blue Shield of California is an independent member of the Blue Shield Association A52636 (5/21)

Cancel Done View Page 2 of 2 Zoom 100%

1 Verify your customized info

2 Change page, zoom in/out

3 Click "Done"



# Download Customized Marketing Material

Return to customization

2

Awesome, your item has been customized successfully.

3

Return to catalog to select a new collateral

1

Click "Download", then your custom piece will render. Follow the on-screen prompts to save to your PC.

	Plan G	Plan G Extra <sup>1</sup>	Plan G Inspire <sup>1</sup> Available in northern California	Plan F Extra <sup>2</sup>
<b>Part A Deductible:</b> \$1,484 <sup>3</sup> during first 60 days of hospitalization	•	•	•	•
<b>Part B Deductible:</b> First \$203 <sup>4</sup> of Medicare-approved medical expense amounts				•
Additional hospitalization up to 365 days	•	•	•	•
Remainder of Medicare-approved medical expense amounts	•	•	•	•
Medicare Part B excess charges <sup>5</sup>	•	•	•	•
Foreign travel emergency care services during first 60 days of each trip outside United States	•	•	•	•
Enjoy these benefits included with all Blue Shield Medicare Supplement plans				
SilverSneakers <sup>6</sup> fitness and wellness programs <sup>7</sup>	•	•	•	•
NurseHelp 24/7 <sup>8</sup>	•	•	•	•
Enjoy these extra benefits included with select Blue Shield Medicare Supplement plans				
Vision benefits <sup>9</sup>		•	•	•
Hearing aid benefits		•	•	•
Personal emergency alert device				•
Access to doctors on-call 24/7		•	•	
Quarterly allowance for over-the-counter (OTC) items <sup>10</sup>		•	•	
Independence and Safe Mobility with AAA • Classic AAA Membership, annually upon enrollment <sup>11</sup> • AAA Executive Driver			•	

Download

# Serving Multiple Languages


Choose your language with the drop-down

If available:  
Select Brand-approved imagery

Customize >

Medicare Webinar Flyer  
FR1LTR\_08-20  
English and Spanish versions available.

Language\*  
Spanish

Select Image\*  
  
Search gallery

Date1\*  
August 18, 2021

Time1\*  
1:00 p.m.

Date2  
Date picker icon

Time2  
None Selected...

Date3  
Date picker icon

Time3

Cancel Done

Customize >

Medicare Silver Sneakers Flyer  
A52036\_7-20  
English and Spanish versions available.

Language\*  
Spanish

First Name\*  
John

Last Name\*  
Smith

License  
A12345678

Phone number\*  
(415) 888-8888

Operating hours  
X a.m. a X p.m., de lunes a viernes

Email\*  
John.smith@broker.com

Is Spanish spoken?  
Yes

Cancel Preview

Spanish availability





# Need more help?

Contact:

[Producer.services@blueshieldca.com](mailto:Producer.services@blueshieldca.com)

800.559.5905

