

Ascend user Frequently Asked Questions (FAQs)

Thank you valued Allwell/Health Net Producer and Sales Team Member for being an early adopter of Ascend. We are confident that using Ascend will increase your productivity and provide advanced capabilities to manage your business. To help you use the system, we are providing FAQs to assist in trouble shooting and to guide you through who to contact if you need further assistance.

How do I get access to Ascend?

Submit a request to your Account Executive for access to Ascend. You will need to provide your full name, email, address, National Producer Number (NPN), primary contact number and residence state. Once verified, you are contracted and ready to sell Allwell/Health Net for 2020. The Ascend Administrator will email you your Ascend Login credentials.

How do I download Ascend?

From your preferred device, open a browser and enter <https://arm.ascendproject.com>. Enter your username (email address) and password that was emailed to you in the welcome email.

Once logged in, navigate to the Download Thumbnail  to access the Download page.

From the download page, you will have two installation options:

Ascend iOS (mobile version)



Ascend Windows



Double click on the Install App button for either version of Ascend you wish to install. Once the installation is complete, you will be a registered user of the Ascend Mobile Application and Ascend agent portal for the state you are registered to sell in.

State	Plan	Agent Portal
Arizona	Arizona Complete Health	https://arizonacomplete.isf.io/2020/agent