

User Guide - Broker Medicare Quote to Enroll



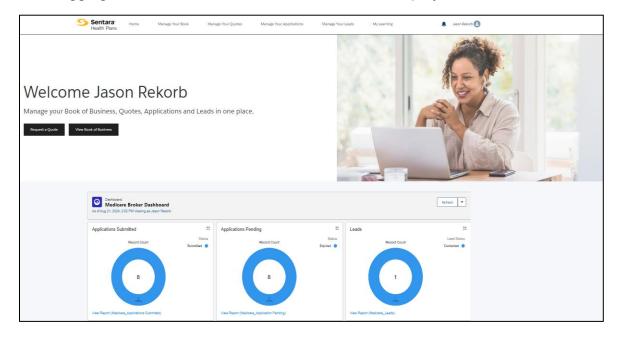
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eBroker Portal Home Screen

After logging into eBroker, the eBroker home screen displays.



Home Screen Menu Options

On the Broker Portal Home Dashboard screen, the following menu options are available.

- Manage Your Book re-directed to the list of Broker Accounts.
- Manage Your Quotes re-directed to the list of Quotes.
- Manage Your Application re-directed to the list of Applications.
- Manage Your Leads re-directed to the list of Leads.
- Request a Quote re-directed to the Broker Information screen.
- View Book of Business same screen as the "Manage Your Book" menu option.
- Medicare Broker Dashboard Charts that display:
 - The number of commercial applications submitted
 - The number of commercial applications pending
 - o The number of commercial leads and their status



Manage Your Book

When you click on the Manage Your Book a list view is displayed. It comes filtered by the "Recently Viewed" filter by default.

- Possible options:
 - Medicare All
 - Medicare Manage Your Active Book
 - Medicare Manage Your Prospects
 - Recently Viewed



The Broker Account list view displays the following information:

- Broker Account Name
- Status
- Type

Manage Your Quotes

When you click on the Manage Your Quotes a list view of the Quotes the broker is working on is displayed. It comes filtered by the "Recently Viewed" filter by default.

- Medicare All
- Medicare My Quotes
- Recently Viewed



The list view displays the following information:

- Quote Name
- Opportunity Name
- Status
- Expiration Date
- Market Segment
- Funding Type
- Created by



Click on the Quote Name to access the Quotes screen.



Manage Your Applications

When you click on Applications a list view of the Applications the broker is working on is displayed. It comes filtered by the "Recently Viewed" filter by default.

- Medicare All
- Medicare My Applications
- Medicare Plan Changes
- Recently Viewed





The list view displays the following information:

- Application Name
- Quote
- Opportunity
- Status
- Created By
- Market Segment
- Created Date

Click on the Application Name to access the Applications screen.

Manage Your Leads

When you click on Leads a list view of the Leads the broker assigned is displayed. It comes filtered by the "Recently Viewed" filter by default.

- Medicare All
- Medicare Assignments
- New Leads Queue
- Recently Viewed Leads
- Recently Viewed





The list view displays the following information:

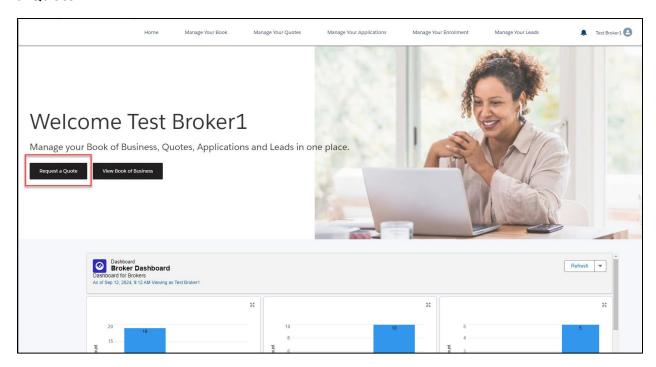
- Name
- Phone
- Lead Status
- Created Date
- Email
- Owner First Name
- Owner Last Name

Click on the **Lead Name** to access the Leads screen.

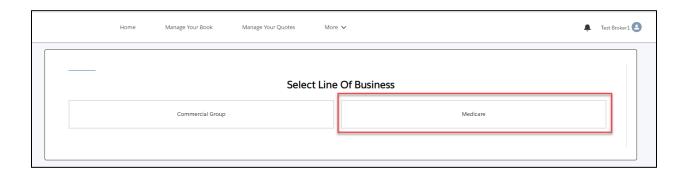


Start a Medicare Quote - Request a Quote

To initiate a Medicare Quote start on the eBroker Home screen and select the **Request** a **Quote** button.

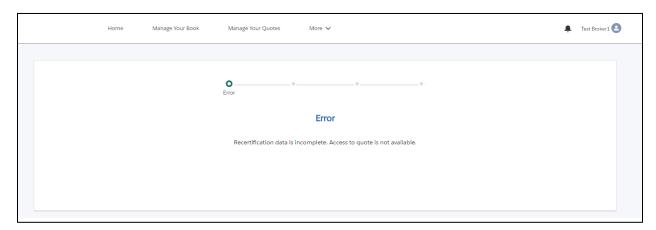


The **Select Line of Business** Screen is displayed. If a broker is associated with both Commercial and Medicare Lines of business a selection option is displayed. To initiate the Medicare quote, **click on the Medicare** box.

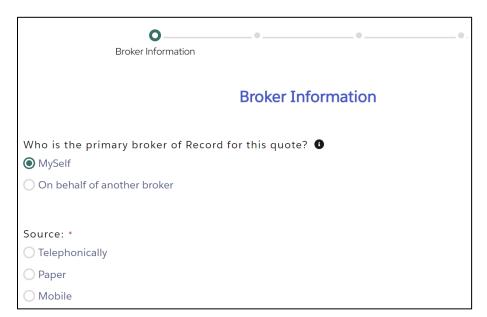




If the broker has not been recertified an error message is displayed.



If the Broker selects the Medicare line of business then it arrives to the Broker Information screen:



On the Broker information screen, specify if the Medicare Quote is being completed for his or her self or on behalf of another Broker.

If **On behalf of another broker** was selected, type the last name in the Primary Broker Field and then make the selection from the displayed list.





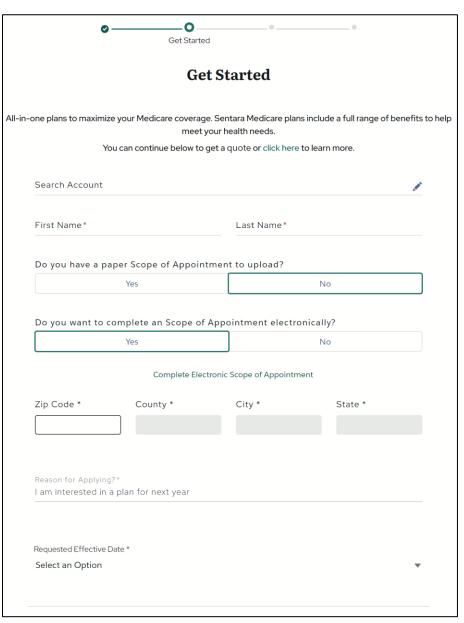
Enter the source of the quote from the following selections and then click Next.

- Telephonically
- Paper
- Mobile

If none of the options was selected, an error message is displayed.

Get Started Screen

Enter information from the prospective consumer, including their permanent address, and confirm the consumer is inside the coverage area.





Search Account - Search for the name of the prospective consumer to confirm it has not been covered by another Broker or Health Plan Representative.

- Verify the Account/Customer using the following information:
 - First Name
 - Middle Initial
 - Birthdate (YYYY-MM-DD)
 - o Zip Code
 - Owner of the Account The User that created the account

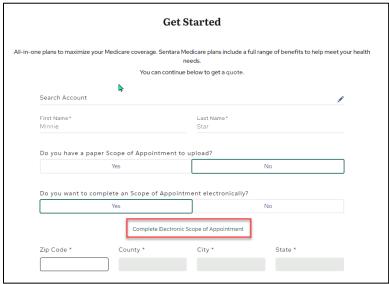


If one of the names from the list is selected, the data is pre-populated.

Customer Name - If the name is not listed in the search option, enter the first and last name of the prospective member.

Do you have a paper Scope of Appointment to upload? - Select Yes or No.

- If Yes, Upload Files Click Upload or drag and drop the file to attach it to the record.
- If No The following question displays Do you want to complete a Scope of Appointment electronically?





- If you select **Yes**, a hyperlink, which allows you to complete the Scope of Appointment displays. Click the hyperlink and complete the **Scope of Sales Appointment Confirmation Form.**
- If you select No, the Scope of Appointment can be completed at a later time.

If it was not populated during the Search Account enter the following information (note some of the fields may auto-populate:

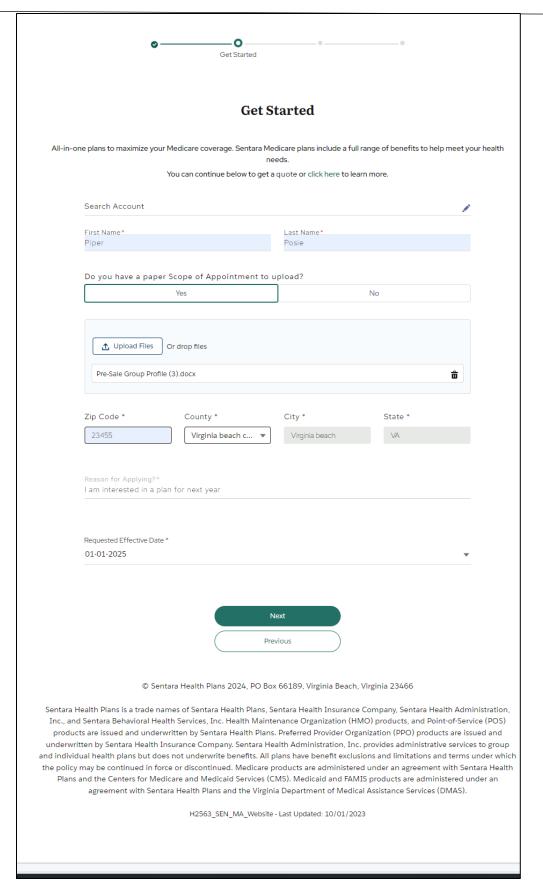
- Zip Code
- County
- City
- State

Reason for Applying – enter the customer's reason (for example: I am interested in a plan for next year)

Requested Effective Date – Select the date from the drop down arrow options.

Click **Next** to proceed to the next screen.

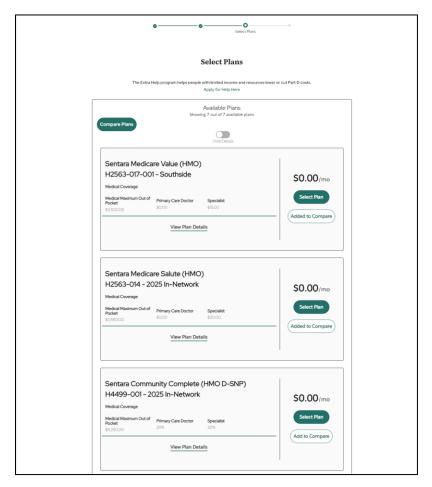






Select Plans

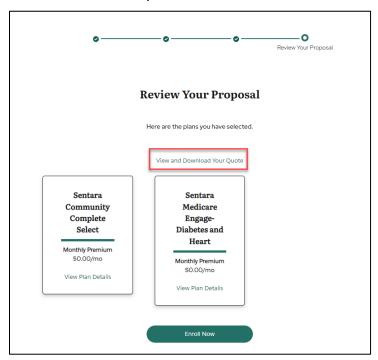
The options of available plans for selections is displayed on the Select Plans screen. On this screen you can make your plan selection.



- Compare Plans You can compare plans prior to making the selection by clicking the Add to Compare button for any of the plans you are interested in reviewing. Then click the Compare Plans button. Click the <Back button to return to the Plan Selection Screen.
- View Plan Details Click on the View Plan Details link to view detailed information about the plan. Click the <Back button to return to the Plan Selection Screen.
- Select Plan Click the Select Plan button to select that plan for the quote. The selected plan displays at the top of the screen. When satisfied with the plan selected, scroll down to the bottom of the screen and click Next.

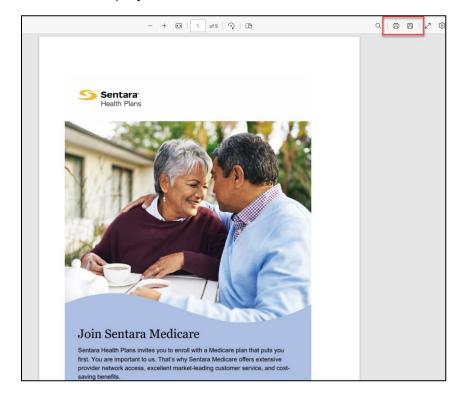


Review Your Proposal



View and Download Your Quote

A new tab displays the Quote document.



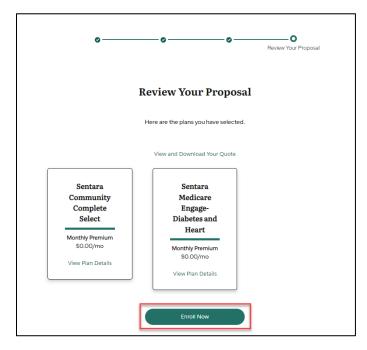


Print the Quote – click on the printer icon in the top right corner to print a copy of the quote.

Save the Quote – Click on the disc icon in the top right corner to save a copy of the quote to your computer. If desired, you can rename the document.

Enroll Now

To enroll the prospective member, select the Enroll Now Button.



Applicant Information

Complete the Applicant information including Personal Details, Contact Preference, Street Address, and Emergency Contact. Click **Next** to continue to the next screen.







Select Plan

Select the desired plan from the available plans then click Next.





Medicare Insurance Information

Please complete the form information so that it is an exact match to the enrollee's Medicare card and provide the Medicare Beneficiary Identifier (MBI).

Hospital and Medical Effective Dates - The dates must be entered using the calendar feature, or manually typed in. The field will not accurately read a date that has been cut and pasted into the field.





Important Questions

Answer the important questions and choose or enter a Primary Care Physician (PCP), then click **Next** to proceed.





Attestation of Eligibility for an Election Period

Complete the **Attestation of Eligibility for an Eligibility Period** information and click **Next** to proceed.

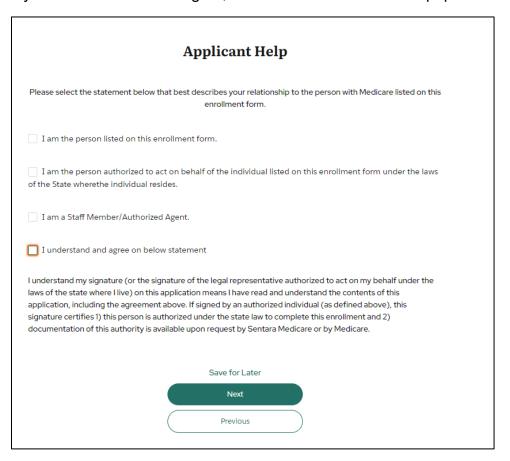
	edicare Advantage plan only during the Annual Enrollment Period from October 15 ar. There are exceptions that may allow you to enroll in a Medicare Advantage plan
	outside of this period.
of the following boxes you are o	ments carefully and check the box if the statement applies to you. By checking any ertifying, to the best of your knowledge, you are eligible for an Errollment Period. etermine this information is incorrect, you may be disenrolled.
(TTY: 711) to see if you are elig	plies to you or you're not sure, please contact Sentara Medical at 1-855-547-7740 jible to enroll. We are open October 1-March 31, 7 days a week, 8 a.m8 p.m. and pril 1-September 30, Monday - Friday, 8 a.m8 p.m.
I am enrolled in a Medical Advantage annual enrollment	re Advantage plan and want to make a change during the Medicare t period.
I am new to Medicare.	
I am enrolled in a Medicare Open Enrollment Period (MA O	Advantage plan and want to make changes during the Medicare Advantage EEP).
I recently moved outside of option for me.	the service area for my current plan or I recently moved and this plan is a new
I was recently released from	r incarceration.
I recently returned to the Ur	nited States after living permanently outside of the U.S. •
I recently obtained lawful pr	resence status in the United States.
I recently had a change in mor lost Medicaid).	ny Medicaid (newly got Medicaid, had a change in level of Medicaid assistance,
	ny Extra help paying for Medicare prescription drug coverage (newly got Extra of Extra Help, or lost Extra Help). $lacktrian$
	Medicaid (or my state helps pay for my Medicare premiums) or I get Extra Help α of the following coverage, but I haven't had a change.
I am moving into, live in, or or long-term care facility).	recently moved out of a Long Term Care Facility (for example, a nursing home
I recently left a PACE progra	m. 0
I recently involuntarily lost r	my creditable Prescription Drug Coverage (coverage as good as Medicare's).
I am leaving employer or un	iion coverage.
I belong to a pharmacy assis	stance program provided by my state. •
My plan is ending its contract	ct with Medicare, or Medicare is ending its contract with my plan.
I was enrolled in a plan by N	Medicare (or my state) and I want to choose a different plan.
☐ I was enrolled in a Special N that plan. ●	leeds Plan (SNP) but I have lost the special needs qualification required to be in
	related emergency or major disaster (as declared by the Federal Emergency One of the other statements here applied to me, but I was unable to make my ral disaster.
None of these statements a	pply to me.
	Save for Later



Applicant Help

Please select the statement that best describes your relationship with the Medicare enrollee, check the statement of understanding, and then click Next.

If you are an authorized agent, ensure that the information populated is correct.





Medicare Agreement

Please read the Medicare Agreement information and check the agreement box. If you are an authorized agent, enter your name for the agreement and the Requested Effective Date, then click Next.

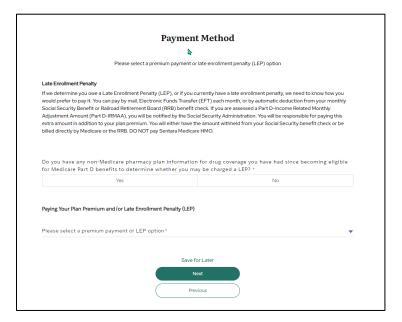
Note: If an **Effective Date** error occurs, ensure that the effective dates entered earlier on the application match the effective date on the agreement. To correct the dates, use the Previous button to return to the **Medicare Insurance** page. The dates must be entered using the calendar feature, or typed in. The field will not accurately read a date that has been cut and pasted into the field.





Payment Method

Please select the premium payment method and then click Next.



Review Application

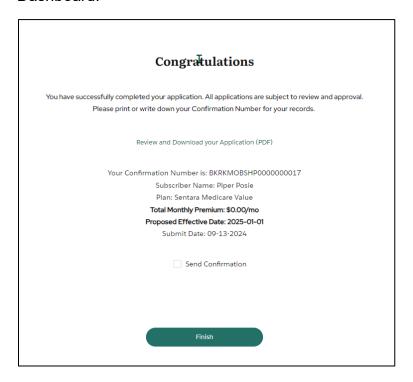
Please review and confirm the details of the application. Use the Progress bar to go back to make any changes. If satisfied with the information, click next to proceed.





Completed Application

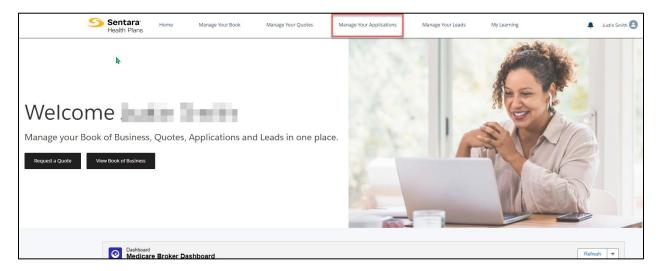
If you would like an email notification of the completed application, click the Send Confirmation button. Click on **Review and Download your Application** if you would like a printed copy of the Application. Click **Finish** to be directed back to the Broker Dashboard.



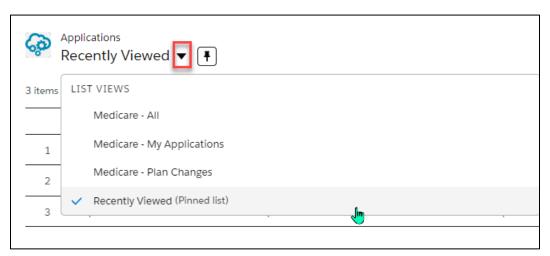


View Applications

To view a list of applications click on Manage Your Applications.



The system defaults to **Recently Viewed**. Click the drop down menu to access other list view options.



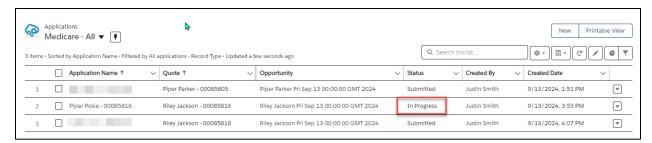


To view a specific Application, click on the Application Name.

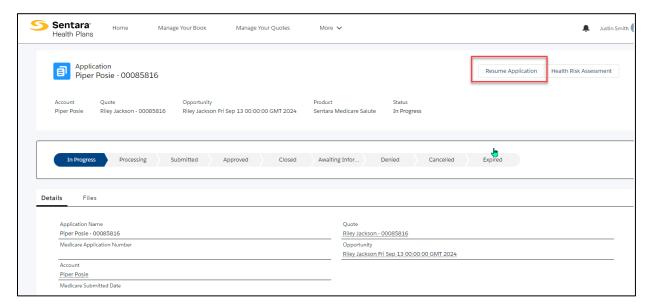


Resume an Application in Progress

To resume an application that was in the process of being completed, click on the Application Name. The status of the Application will be listed as **In Progress**.



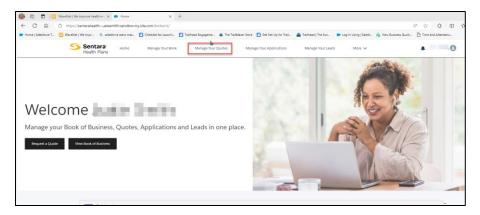
On the Application screen click on the **Resume Application** button and you will be redirected to the Applicant Information Screen. Click **Next** until you arrive at the section that needs to be completed.





Enroll or Resume Application

To enroll a prospective member from a quote that was previously created, start on the **Home** screen and click on the **Manage your Quotes** tab.



The list view of all your Medicare Quotes is displayed.

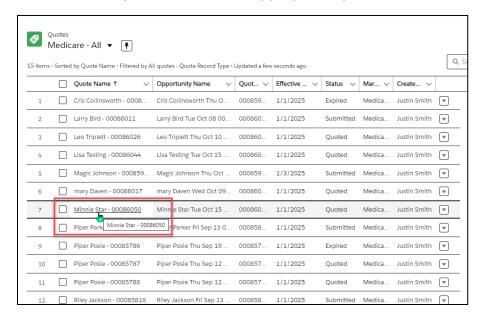


If you are not seeing a complete list, the system defaults to Recently Viewed. To select **Medicare – All** click the drop down arrow and select it from the list.





To access the quote, click on the appropriate quote name.



The Quote screen is displayed. Click on the **Enroll or Resume Application** button to resume the application process or to Enroll the prospective member.

