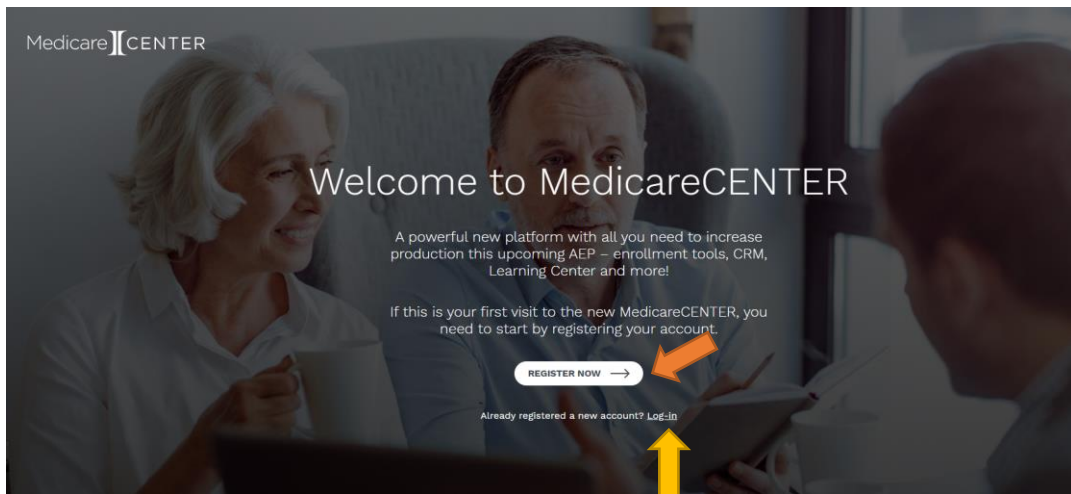


Medicare CENTER





If you have **not registered** for the new Medicare Center, please **click the Register Now button**, indicated with the orange arrow.

If you've **already set up your account** with the New Medicare Center, **click on "Log-in."** Log-in is indicated by the yellow arrow.

Tip: If you've previously registered for Medicare Center, Enroll Your Clients (EYC), or any other enrollment platform, **you must register for the new Medicare Center; otherwise, you will not have access.**

Your **username** will default to your **National Producer Number**. You will select your own password during the registration process.

Don't forget to **use your business email address!** When you choose an email address during the registration process, this will be the email address used to send your confirmation mail (which is **required to complete your account setup**) and this will also be **the email address used in all of your signatures lines** on quotes, signature requests, and other email communication deployed from the enrollment tool.

If you are receiving errors regarding:

- Invalid credentials being used;
- Request for password change and link expiring immediately; or
- Contact your administrator error message

Please send an email to medicarecenter@integritymarketing.com for further support.

In the meantime, here are some helpful tips and tricks in logging into the Medicare Center.

What web browser are you using?

The preferred web browser is Google Chrome. If you are not using the most recent version of Chrome, [you can download it here](#). You may also use Mozilla's Firefox browser. You can [click here to download Firefox web browser](#). All browsers are compatible with Medicare Center except for Internet Explorer.

Have you cleared your cookies, browsing history, and your cache?

Sometimes our browsers just need a reset! Follow the steps shown below by clicking on the name of the browser you're using. You will be redirected to step-by-step instructions on how to clear your cookies, browsing history, and ensure your browser is ready to access Medicare Center.

- [Chrome](#) (Desktop)
- [Chrome for Android](#)
- [Firefox](#)
- [Edge for Android](#)
- [Safari](#) (MAC Book)
- [Safari](#) (iPhone, iPad)

Have you confirmed your trying to access Medicare Center at the correct website address?

Please ensure you're visiting www.medicarecenter.com to access the Medicare Center.

Your username and password.

Your username will always be your National Producer Number, or NPN. Your NPN can be found by [clicking here](#). Your password is a password that you set during the registration process. [You can click here to reset your password](#).

Did you register for the new Medicare Center?

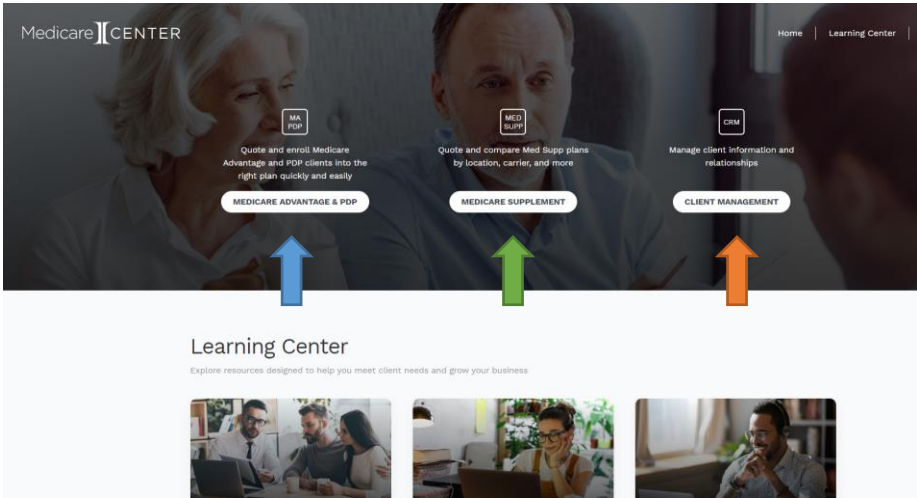
Though you may have had access to the previous version of Medicare Center, you are required to create a new account by visiting www.medicarecenter.com

Did you confirm your email?

After you've completed the initial registration process, you will receive an email from service@integritymarketing.com, in which you will follow the link in the body of the email and complete your registration. If you do not see this email in your inbox, be sure to check your spam folder, your promotions folder, or any other box that may collect 'spam' emails.

Still didn't receive an email? Send your name and NPN to medicarecenter@integritymarketing.com for further support.

Once you've created your account and logged in – you are ready to change the way you do business this AEP with all the resources you need in one location.

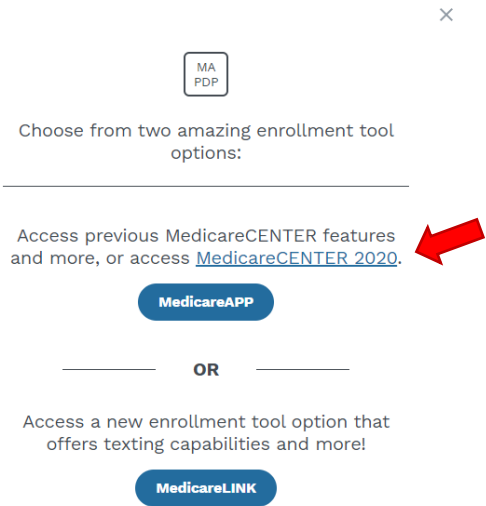


To access **Connecture** (MedicareAPP) or **Sunfire** (MedicareLINK) you will **click on Medicare Advantage & PDP**, indicated with the blue arrow.

To access the **CSG Actuarial** quoting tool you know and love, you will **click on Medicare Supplement**, indicated with the green arrow.

To access a **simple virtual rolodex** known as the Client Management tool, **click on Client Management**, indicated with the orange arrow.

Don't worry – you **can still access the Medicare Center of the past!** Simply click on Medicare Advantage & PDP. You will then **see the pop-up shown below** and **click MedicareCENTER2020**, indicated by the red arrow.



Why aren't all my carriers showing?

Carriers send credentials regarding your readiness to sell for the upcoming selling season. Those ready to sell reports are added into our system and automatically active your compliant selling permissions into the 2021 MedicareAPP. If there are no selling permissions available for MedicareCENTER 2020, you will not have access to this system.

If you are still missing carriers for the 2021 Plan Year for MedicareAPP and MedicareLINK, please allow for 48-hours, or 2-business days for these selling permissions to be updated and reflect your selling permissions.

What username and password do I use for MedicareCENTER 2020?

If you had access to Medicare Center before the new version launched in October of 2020, then you will continue to use the same login credentials you had previously. Your login information for Medicare Center 2020 is not changed by creating an account for the new Medicare Center.

Why can't I see carriers on my DTC, or agent PURL site?

Carriers do not show 2021 plans on DTC or Agent PURL sites until October 15th, or the first day of the AEP.

Why can't I see my clients in MedicareAPP?

If you did not previously use Medicare Center, your client information will not be in MedicareAPP.

Can I import my clients in MedicareLINK?

Not at this time.

How do I know what carriers I am certified to sell?

In MedicareAPP, you will click on your name in the right-hand top corner of the website to review your agent profile. If you scroll to the bottom of your agent profile, you will see a full list of all active selling permissions.

Active selling permissions

Carrier	State	Plan type	Plan effective start date	Plan effective end date
Aetna	TX	MAPD	01-01-2021	12-31-2021
Aetna	VA	MA	01-01-2021	12-31-2021
Aetna	VA	MAPD	01-01-2021	12-31-2021
Aetna	RI	MAPD	01-01-2021	12-31-2021
Aetna	TN	MA	01-01-2021	12-31-2021
Aetna	SD	MA	01-01-2021	12-31-2021
Aetna	UT	MA	01-01-2021	12-31-2021
Aetna	TN	MAPD	01-01-2021	12-31-2021
Aetna	WV	MAPD	01-01-2021	12-31-2021
Aetna	WI	MAPD	01-01-2021	12-31-2021

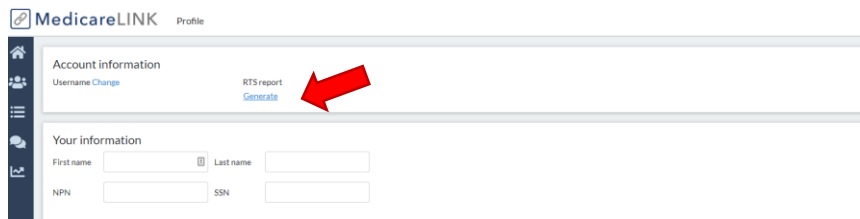
Viewing 1 - 10 of 1752 1 2 3 4 >

To see your active selling permissions in MedicareLINK, click on your name in the right-hand top corner and click 'View Profile.'

In the first section of the Profile page, you will see "Account Information."

Click "Generate" under the sub-section, "RTS report" – indicated by an orange arrow below.

A CSV file will be created that will include all of your active selling permissions available within MedicareLINK.



Why do I not see all the carriers I am contracted with available?

Medicare Center offers you this exclusive tool at no-cost and provides you instant access for enrollment capabilities for carriers which you have partnered with us on. This means, if you have a contract that is not within our hierarchy, then you are unable to complete the enrollment within the platform. For more details, please contact us to learn more about how you can get contracted and ensure you've enabled for enrollment with all carriers for Medicare Center.

Why can't I get MedicareAPP and MedicareLINK to open?

First, try turning off your pop-up blocker. [Click here](#) to access a great resource that demonstrates how you can disable pop-up blockers in every browser.

Why can't I get the "Shop by Doc" feature to work in MedicareAPP?

This feature is only available within MedicareLINK. [Click here](#) to watch a short video on how to use the "Shop by Doc" feature.

Why can't I get the Blue Button integration feature to work in MedicareLINK?

This feature is only available within MedicareAPP.

Where can I find my PURL?

In MedicareAPP, you can find your PURL by accessing your agent profile and clicking "Copy." To access your PURL in MedicareLINK, you'll have to click your customer record and select "Send personal URL."