



## MedicareAPP

PlanCompare ONE

Product Webinar(s) Questions Answered and Recordings



JUNE 10, 2020

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## PlanCompare ONE Product Webinars & Questions Answered

Consumer Shopping Experience Webinar (May 27, 2020)	p.2
Retention (May 28, 2020)	p.9
Professional Shopping (June 2, 2020)	p. 11
PlanCompare ONE – Enrollment for Brokers & Consumers (June 4, 2020)	p. 17

### Recordings for all four Webinars:

[Click here](#) to access playlist for webinar recordings

## **Your questions answered:**

### **Consumer Shopping Experience Webinar (May 27, 2020)**

#### **How do consumers benefit by creating an account?**

Consumers benefit by creating an account if they have added their preference information, added a plan to their cart or started an enrollment application. When they log in, their previously provided information is saved, and they can continue where they left off. Also, when the consumer site is connected to a professional site e.g. a beneficiary creates an account from an agent's personalized shopping link, agents can easily find the beneficiary profile along with consumer preferences, allowing for more effective conversations that save time for the agent.

#### **What is the Medicare Blue Button (for us novices)?**

Blue Button (controlled by CMS) enables Medicare beneficiaries to connect their Medicare claims data to the applications, services, and research programs they trust to help manage and improve their health. ConnectureDRX is integrating Blue Button to populate the beneficiary medicine cabinet with prescription claims data.

#### **I've heard from my Connecture contacts that this new website will include Medicare Blue Button. Is that true and will it be available for 10/1?**

Blue Button integration will be in the product for 10/1. It is currently in development, once development is finalized, we will distribute more information about the functionality. We did not demo anything that was not in the final state.

#### **Many agents like to compare MA and MedSupp plans with their clients. Are they able to compare different plan types or only similar plan types?**

To comply with CMS guidelines, we currently only support plan comparisons with the same plan types. However, it is a roadmap consideration for our professional line of business.

#### **Can I add more content or change the content in the Medicare 101 section on the home page?**

Yes, this area (as well as the FAQs section) are configurable within the admin tool.

### **Is client data carried over year-to-year?**

Yes, client plan, profile and enrollment data can be carried over year-to-year. Depending on your implementation, please discuss specifics with your customer success team.

### **Is deep linking still supported?**

Yes, we still support deep linking functionality, to drive users to a specific page within the site. You can deep link directly to the plan list, plan details or comparison pages.

### **Can we add a tab specific for DNSP?**

This is a great product enhancement idea and requested by agents recently. We are interested in feedback related to a filter option as opposed to its own plan tab. Please contact your account manager or client success team to set up a discovery session.

### **Are the filter options customizable or is it just HMO/PPO?**

The filter options are carrier and plan subtype. The options are data-driven and will only show if they are applicable to the plans available on the site and in the service area. We will be adding additional filter options in the future.

### **Please provide the health estimate criteria in writing.**

This is included in the product assumptions document. Please reach out to your customer success team for more information.

### **Is CMS okay with the health questions section?**

We have not had any customers experience issues with CMS approval. The questions are optional and are used to help estimate potential medical out of pocket costs.

### **Can we still use this product to link people to our online formulary lookup?**

Yes, drug, pharmacy and provider finder remains available as a link in the footer of all pages of the site. Drug, pharmacy, and provider finder is used when a user wants to look up whether a plan covers a specific drug or if a specific pharmacy is in-network (preferred or standard). You may also provide this link within your site for shoppers and members to directly look up formulary and pharmacy information.

## **When will the new sites go live?**

The new sites will go live into production on 10/01/2020.

## **Will only the companies we personally have contracts with be the only ones showing up in ConnectureDRX when we log in to our personal account?**

Yes, that is correct.

## **Are there any updates to the ADMIN tool?**

Yes, there are a few updates to the admin tool mainly pertaining to how to deploy configuration changes to your site. There will be a guide and video providing training about how to use the admin tool that will specifically highlight the changes from previous years. This information will be provided within the Customer Training hub.

## **How can I update colors and branding on the site?**

Colors, branding, and text can all be configured within the client Admin tool as it is today.

## **When will we get implementation-specific information from the implementation team?**

Your customer success team will be in touch to schedule implementation kick off meetings soon. You will receive your implementation materials when your project is kicked off.

## **What is the default plan list display for Med Supp plans if the customer hasn't entered their personalized quoting/rating information as it relates to MACRA and discount eligibility? In other words, is the personalized quoting info page mandatory for display for Med Supp plans?**

Before the beneficiary answers the rate factor questions, we assume they are newly eligible, and the plans will be sorted by plan name. After answering the questions, we will update the plan list based on the information provided to show plans the beneficiary is eligible for with the updated rate information, and the plans will be sorted by premium (low to high).

## **Are there going to be MedSupp carriers?**

Yes, there are available MedSupp carriers. Please reach out to your customer success team for details.

### **Any closer to AARP?**

We'd like to understand more about what you are asking. Please reach out to your customer success team to schedule a call.

### **If my company doesn't offer Medicare Supplement plans, does that tab show up with no plans available?**

No, in that case the MedSupp tab would not be shown on the site. The tabs that show on your site are specific to the types of plans you offer.

### **Does Medicare Supplement plan eligibility and the plans that show up as available take into account MACRA rules?**

Yes, it does. We introduced MACRA eligibility logic into our products last September and that remains the case with PlanCompare ONE.

### **Our company only sells MedSupp plans. Does our site have to show drug and pharmacy selection?**

Those pages can be turned off for a Medicare Supplement-only website since that information does not impact plan estimated cost, coverage or ultimately plan selection.

### **Is this the same user interface for telesales teams?**

Yes, telesales sites will have the same look and feel with additional capabilities such as search, scripting, etc.

### **Can you give examples of what you mean by 'omni-channel'?**

For all users, consumers, call center agents or field brokers - the shopping sites are the same. If a broker or call center agent needs to assist a consumer, they know exactly what those pages look like that the consumer is seeing. The call center and broker pages do have more information, for example, call center scripts only show in a call center site and agents have the ability to search and edit beneficiary profiles.

**Follow up to the omni-channel answer, even though the different audiences of consumers and brokers are looking at the same web pages, can they be configured differently or have different text on them?**

Yes, each site type can have their own configurations. For example, many customers display low income subsidy questions on their call center sites but not on their consumer sites.

**How was performance simulation with 100 to 1000 users logged in?**

Last year we were averaging close to a million page views a day at the end of AEP without any issues. Performance testing thus far on PlanCompare ONE shows improved performance.

**How does the map differentiate from network pharmacy vs. preferred pharmacy?**

The first pharmacy search within guided help is to select where the beneficiary prefers to shop, before we looked at plans. It isn't until we look at specific plans that we know whether the pharmacy is in network, and if it is whether it is preferred or standard. We do tell the user the pharmacy status when they are looking at plan details.

**Can you add multiple pharmacies?**

We are not supporting multiple pharmacies for AEP2021, but it is being considered for our future roadmap.

**What is the icon showing beside some of the pharmacies?**

The icon shows which pharmacies support electronic prescribing.

**On the plan list page, will all the plan pdfs (like summary of benefits, star ratings, etc.) be available?**

Yes, plan pdfs, provided by the carrier will be available from within the plan details view.

**Where does "low performing plan" by Stars come from?**

The low performing plan indicator comes from carrier's plan data.

**You showed an area on the plan details where some plan specific special messaging can be added. Does that apply to both Medicare and MedSupp? How do I tell ConnectureDRX what I want?**

It does apply to Medicare and MedSupp. The text is supplied by carriers on the Medicare General Plan Information (GPI) file or MedSupp Setup File. This information can be shown on plan details and side-by-side comparison pages.

**Is there a way to connect a completed SOA with the "View Started Profiles" or the full consumer list?**

We'd like to understand more about what you are asking. Please reach out to your customer success team to schedule a call.

**As an agent, will we be notified when a client creates an account?**

No, an agent is not notified when a beneficiary creates an account. The agent is notified via email (if they have an email on file) when a beneficiary completes an enrollment associated with the agent.

**If the client is accessing this through an agent's personalized link, are they going to be able to see all plans available or only plans that the agent is contracted with?**

When a consumer is using an agent's personalized marketing link, they will only see plans the agent is contracted for.

**Are the add-on coverage options controlled by the participating carriers?**

Yes, the add on coverage options are supplied by the carriers, along with their plan data.

**If we don't allow consumers to enroll, will they still see a shopping cart to save plans they are interested in?**

Currently, we support adding only one plan at a time to the shopping cart.

**Will preferred pharmacy pricing be shown in the quote?**

Yes, the beneficiary will be able to see this information in the plan details within the quote summary page.



## **Can the site be configured to turn off the health cost and only show quote based on premium and drug costs?**

If MAPD plans are shown on the website, we believe including health costs is a more accurate representation of the total estimated costs and do not currently have a way to disable that portion of the calculated amount. For a PDP only website, these costs are not applicable and would not appear. If you would like to request a product enhancement for this functionality, please reach out to your customer success team.

## **The one example you used reflected four drugs however there appeared to be no medical estimated costs. Why?**

You are correct, there should have been medical costs associated with my test. I was using a testing site with that functionality still in development.

## **For PDP's and MAPD's, do the monthly drug costs change as the year goes on? For example, if the client is enrolling in a plan for 7/1, will the costs of their medications during that month be the actual costs, or should we be looking at January's costs?**

The beneficiary would need to start on the first month for this use case. However, the month labels are configurable - they could be updated to say Month 1, Month 2. We are considering this functionality for the future.

## **Is there certification that the site is WCAG 2.0 compliant?**

Yes, there will be a VPAT showing certification that the site is WCAG 2.0 compliant before AEP2021.

## **Is the current UI styling ADA accessible to be compliant with CMS regulations? I'm worried some of the gray backgrounds might not meet WCAG 2.1 AA contrast requirements. If these areas are customizable with company brand colors, it might not be an issue.**

The site is WCAG 2.0 compliant, which is consistent with CMS requirements, but the colors can be configured to align with your branding.

## Retention (May 28, 2020)

### How is the next year's plan determined?

We receive data directly from the carriers so next year's plan is determined by plan mapping. From that mapping, we know which plans will continue to be offered in the new year and which are terminating.

### Do you need a separate site for each scenario?

It really depends on the use case and how the customer wants to communicate to members. For example, if there is a use case for plan terminations and a use case for wanting to keep other members who are not losing coverage captive and shopping in your site, you might want two sites.

On the site for those in a terminated plan you might want text in the configurable areas or in the member-specific messaging that says, 'While your current plan is terminating, we offer many great plans in your area. This web site will help you shop for one of our other plans that best meets your needs'. This message would not be appropriate for those without a plan termination, so this is an example of why you might want different sites. However, you can have different use cases in the same site if you do not require very specific level of messaging to members.

### How is retention integrated into the other product offerings?

The Retention suite can be integrated to the broker and call center users. If changes are made within the Retention suite by the member, those changes will be reflected within the profile the broker and call center agent see on their site. Whether a member makes changes to their preferences or enrolls in a plan, the agents can see that on their site.

### Is this integrated with Blue Button?

Yes, Blue Button will be integrated in the Retention suite for 10/01. If a member does not have preloaded drugs, they will have the ability to use Guided Help to enter their drugs. From the prescription's page, members can use Blue Button by granting access to the site by logging into their MyMedicare.gov account. Once they authorize us to retrieve their drug claims, they are populated into the medicine list. Consumers may make any updates necessary. For example, if they recently stopped taking a medication, they can remove that from their list.

## **Where does the member's PIN get generated? And how is the PIN communicated to the members?**

The PIN is generated by the customer and provided to ConnectureDRX within the datafile that is sent for preloading. Each PIN is unique to each member. You can tie that PIN to something like the members ID number to make communication much simpler. In this example, you do not need to include it in the actual communication, but can simply say, "Your PIN will be your ID number. When logging into the site please have your ID card handy to enter that number". Communicating the PIN is typically done through your member outreach via email blast, direct mailer, or a member portal.

## **Is Retention only for Carriers to use? As an Agency, can I use this tool as well? Do you have any success stories to share with regards to retention?**

The Retention suite can be used by both carriers and agencies. We have completed a recent case study with an agency that utilized the Retention suite this past year with great success. You can access the case study [here](#).

## **I am not sure if I have access to the retention product. How do I find out?**

If you are not sure, check with your customer success team for more details!

## **What type of data is included in the pre-load file?**

Pre-loaded data includes a demographics datafile so we can preload the sites with member information including the personalized PIN and date of birth. Along with a demographics file, drug claims files may also be provided so the member can log in and see all their drugs already entered into the system.

## **PlanCompare ONE - Professional Shopping (June 2, 2020)**

**Are you able to delete a profile?**

No, to align with Medicare compliance we do not support a way to delete profiles.

**Are there any browsers/phones/tablets etc. that this is not compatible with?**

This information is included in the product assumptions document that the customer success team sends out each year.

**Is a record taken of SOAs that are sent?**

Yes, the agent will be able to see a note on the SOA tab as well as see a note in the profile.

**In your example you show four drugs, the cost breakdown reflects premium and drug costs but no medical costs. How is this possible if someone is on four medications?**

Yes, there should have been medical costs associated with my test. I was using a testing site with that functionality still in development.

**Are electronic SOAs sent to the carrier for archiving for 10 years or must the broker drop the electronic SOA to paper so that they retain for 10 years ?**

The scope is retained for 10 years in our system. The carriers can ask us to retrieve them.

**If the agent adds a plan to the shopping cart but does not enroll the retiree during that session, will the items in the shopping cart be saved?**

Yes, they will be saved to the profile.

**If we enroll some carriers on external sites, can we still send a quote of their plans since they were visible in PlanCompare ONE?**

Yes.

### **Can the broker enroll in just the Rider coverage for an already existing member's plan?**

Not for AEP2021, this is something we are considering on our roadmap.

### **Will the new platform support additional emails to follow up the original quick quote? (maybe 1-2 weeks later)?**

No, this is not something we will offer for AEP2021. Please contact your customer success team for the product enhancement request.

### **Is the agent required to complete the entire consultation flow in order to enroll? Or can the agent create the member record and skip straight to enrollment while bypassing everything else (i.e. medications, pharmacy, etc.)?**

The agent can navigate directly to plans from the profile page, add a plan to the cart and enroll. They can bypass the Guided Help workflow if they do not want to enter preferences information.

### **What determines when an SOA is required? Is one needed for a call center making return calls?**

Please check with your compliance department on their interpretation of this item.

### **Is there a way to create a rundown of all clients?**

We would like to understand more about this question. Please contact your customer success team for clarification on this question.

### **What is the Add/Edit Pharmacy under plan details?**

Using add/edit pharmacies within the plan details will allow the user to return to the prescriptions page within the Guided Help workflow to update the preferred pharmacy.

### **What are the options under the sort feature under plan compares?**

The sort options are: Plan Name, Premium, Star Ratings (not for MedSupp), Total Estimated Costs (not for MedSupp).

## **Does the pharmacy in the list identify whether or not a particular pharmacy is in a preferred network?**

The first pharmacy search within Guided Help is about the pharmacy the beneficiary prefers to shop at, before we looked at plans. It is not until we look at specific plans that we know whether the pharmacy is in network, and if it is whether it is preferred or standard. We do tell the consumer the pharmacy status when they are looking at plan details.

## **Will these trainings be recorded for future agents to be trained?**

These sessions are recorded. The link to the playlist of all recordings can be accessed on page 2 of this document.

## **Are SOA's kept on file and stored within system?**

Yes, they are.

## **Is text to sign going to be available for SOA?**

Not for AEP2021, this is something we are considering on our roadmap. Text to sign will be available for enrollment on 10/1.

## **Can the agent complete the application with the client details and send the signature via text to simply review and sign off? Will this be for all carriers or only certain carriers?**

Yes, this is available for all carriers.

## **Will the PDF of the application have the Agent of record on the summary page or on the admin page? Will it be clear who the agent is that is tied to the enrollment?**

Yes, the agent of record will be included.

## **Are there any scenarios that take the agent directly to the MedSupp tab of the Plans List page?**

We support a site-level configuration to land directly on the MedSupp tab always, or when the consumer selects they are interested in medical-only coverage in preferences. There will be more information about site configuration options in the configuration documentation.

### **Can the Plan Details page open with benefits collapsed so consumers don't have to scroll, and they can see all categories at first glance?**

We do not currently offer a configuration point to show these as collapsed by default. Please contact your customer success team about a product enhancement request.

### **How do I know if a customer completed an enrollment I sent them from quoting?**

If the agent has an email on file, they will receive an email anytime a consumer completes an enrollment associated with the agent. This could be via quoting, their personalized shopping link or sending access directly to the application.

### **Did you say you are going to support text to enroll?**

Yes, we will support text to sign enrollments for 10/01.

### **How do I know the SOA status? Are they kept on file?**

An agent can see all SOAs associated with a beneficiary profile from the SOA page. Any completed SOAs can be downloaded in PDF format.

### **Are the filter options customizable or is it just HMO/PPO?**

The filter options are carriers and plan subtypes. The options are data driven and will only show if they are applicable to the plans available on the site and in the service area. We will be adding additional filter options for the future.

### **Are the add-on coverage options controlled by the participating carriers?**

Yes, the add on coverage options are supplied by the carriers along with their plan data.

### **If the client is accessing this through an agent's personalized link, are they going to be able to see all plans available or only plans that the agent is contracted with?**

When a consumer is using an agent's shopping link, they will only see plans the agent is contracted for.

### **Can you add multiple pharmacies?**

For AEP2021, we are supporting one pharmacy. This is on our roadmap for the future.

**Many agents like to compare MA and MedSupp plans with their clients. Are they able to compare plans that way or is it just able to compare like plan types?**

To comply with CMS guidelines, we currently only support plan comparisons with the same plan types. However, it is a roadmap consideration for our professional line of business.

**What are the 5-6 custom fields on the profile page used for? Can any data populated to these fields be mapped and populated to the enrollment form (and thus the export), or go directly to the export?**

Yes, there are 5 custom fields that can be used for anything you might need associated with a beneficiary profile. We have seen clients pass in PCP information or campaign parameters. These values are not available in the enrollment export; however we can provide reporting on these values and they are available for preload and Salesforce Integration.

**On the professional sites, how do you go directly to the list of plans without creating a profile since not all call in customers want to provide that information before knowing their plan options?**

We support a link in the header that goes directly to the plans page without working with a beneficiary profile. The plan list link can be shown on all pages within the professional sites.

**If a consumer updates their information how does the agent know?**

Anytime the agent searches for a beneficiary profile, the latest information will be pulled in. If a beneficiary had logged in and added a few drugs, the agent would be able to see them on the beneficiary's Prescriptions page.

**How does Salesforce integration work?**

We will have a managed package that is available within the Salesforce app exchange. Once installed, you will be able to map Salesforce fields and our profile fields so that there is a bidirectional data sync between systems. Reach out to your customer success team for more information about how it works.



**Will my plan year 2020 sites change to look like this too or will they stay the same as they are now?**

PlanCompare ONE will launch on 10/1 for PY2021. There will be no change to the PY2020 sites.

**Is there a user guide?**

Yes, we will be publishing an updated user guide for our professional products. It will be available in the customer training hub after 6/15.

## **PlanCompare ONE – Enrollment for Brokers & Consumers (June 4, 2020)**

**If enrolling on an external site, how will that work?**

It will redirect the user to the external site to continue through enrollment.

**If a retiree opts into Blue Button, will the Medicare information on applications pre-populate?**

We will prepopulate any information that is saved with the beneficiary profile. For AEP2021, we will only be using Blue Button data to prepopulate the medicine cabinet.

**When you send the application to the beneficiary, does that person then submit it directly to carrier or does it go back to the agent for submission?**

The beneficiary can sign and submit directly to the carrier, but the agent will be associated with the enrollment and will receive an email notification that it was submitted.

**Did you say that the system will validate that the MBI matches the retiree?**

We offer real-time MBI validation for carriers to take advantage of that will verify the MBI matches the date of birth and last name of the beneficiary.

**Which carriers will allow agents to send for signature through email or text? Is this for all participating carriers?**

This is a site level configuration, so each customer can enable or disable the email and/or text to sign.

**I see Requested Effective date for MA/PDP is not a drop down. For MA/PDP the first day of the month is the only possible effective date (could be 3 months in future but only day 01 of the month allowed by Medicare). If a user selects a calendar day other than the first day of a given month, does your system prevent this erroneous selection?**

Yes, only first of the month is allowed.

**Will the Primary Care Physician ID field check to see if the PCP ID is a valid ID? Or is any number allowed?**

Field level validation can be handled as a carrier requirement, by default any number is allowed in this field.

**Is the broker name listed on the PDF application?**

Yes

**Where is the option to upload documents? Also, can you see on the enrollment form anywhere if a SOA exists for this member?**

The ability to upload documents is based on the carrier requirements. There is no way within the enrollment form to see if a scope exists or not, this would be found on the scope page.

**Also, can we see a demo of the Short Form mentioned at the beginning of this webinar?**

Yes, we can show a demo of the short form. Please reach out to your customer success team to schedule.

**For consumer enrollment, where is the Medicare Card image?**

The Medicare card will be shown in the form based on the carrier requirements.

**For some of our enrollments, EFT was not an option because the carriers omitted that from their app forms. Will that stay in place when it comes to Medicare apps that have omitted the EFT option?**

The payment options will display based on carrier requirements.

**Will the new Plancompare ONE site allow the Agent to complete the enrollment form and then forward over to the client for signature and submission? Am I understanding that correctly?**

Correct. The agent can fill in the entire form then send to a beneficiary via email and/or text message. Once the beneficiary authenticates, they will be taken to the last page of enrollment to review, submit and sign the application.

**Will rating factors entered while shopping for Medigap plans be pre-populated on the enrollment form? Rating factors such as DOB, Medicare Part A, B dates will they be pre-populated on the form?**

This will be based on carrier requirements.

**If the rating data is pre-populated, will it be locked down for editing?**

This functionality is based on the carrier's requirements. If a field is locked down, it will show as disabled. If the consumer makes a change that impacts rating, then a modal will display letting the consumer know their rates have changed and ask if they would like to continue or shop again. If they select shop again, they would be shown plans with updated information.

**Is there an option for carrier to opt-out of the MBI validation on the consumer form?**

Yes, this field level validation can be disabled at the carrier request.

**Why are the Part A & Part B effective dates not required?**

This is based on carrier requirements; these can be set to be required.

**If a member does not select yes or no for ESRD, Long Term Care, etc... will an error appear and not allow the application to advance?**

Yes, any required questions will show an error message and will not let the user advance before continuing through the application.

**Could you go over details for the prepopulating of information: Is this only on the broker form? Does information populate after entering name? Could Medicare information populate?**

We can prepopulate the form with any information we have about the beneficiary. The more information an agent gives in the beneficiary profile, the less information they would need to fill in on the application. If a consumer creates an account or if authenticated (via quoting, retention, etc.), then their information will be used to prepopulate the consumer form.

**Can additional documentation be uploaded, e.g. POA paperwork?**

Yes, we support uploading files based on the carrier requirements.

**Does the consumer form also have the option link to the Plan change form (short form?)**

Yes, the consumer form can have the link to the short form.

**Is it safe to assume the Contact Info/Benefits Info/other expandable items are still in staging and will be corrected? The font looks 3 times larger than the rest of the page.**

Yes, this is a known issue on the review and submit page that will be addressed.

**How does "send to beneficiary" work? Does this support send via text message?**

On the last page of the enrollment application, an agent can choose to send the application to the beneficiary via email and/or text.

**If an agent sends an application to a beneficiary, will the consumer see the agent phone number anywhere?**

Yes, the consumer would be able to see the agent's contact information in the header of all pages within the shopping and enrollment workflows.

**Do you support scripting within enrollment forms? How does it work?**

Yes, the scripting within enrollment forms would be supplied by the carrier as well as the site level configuration to display at the top of each page.

**What reporting capabilities are there on enrollments?**

We offer standard reporting on partial and completed enrollments within our Insights offering. To get more information about Insights, please reach out to your customer success team.

**On the enrollment form you showed a question for ESRD, isn't that going away for next year?**

On ESRD (or End Stage Renal Disease), we have not received confirmation yet that the question is being removed from the model enrollment form from CMS. We are awaiting official confirmation on removing it.

## **Does that plan display box always show on the right side of enrollment?**

Yes, it does. The shopping cart widget is an enhancement that we made for PY2021. This will show users exactly what they are enrolling in from all pages of the enrollment workflow. The plan documents will be shown beneath the mini-cart. Carriers specify which plan documents to display within enrollment.

## **Do you support credit card integration for payment?**

Not currently, but this is something that is planned for Q1 2021.

## **How does MBI Validation work?**

We offer form level validation, which will check for a valid MBI format. We also offer advanced integration for carriers to be able to do a real-time validation of MBI based on the date of birth and the beneficiary's last name. If you are interested in more information, please reach out to your customer success team.

## **What is address validation based on?**

This is based on USPS address.

## **Is an agent notified when an enrollment is submitted? How do they access applications?**

Yes, anytime a beneficiary submits an application that is associated with an agent the agent can receive an email notification. The agent will also be able to view enrollment history from within the beneficiary profile in the professional site.

## **What information can prepopulate in the enrollment form?**

Any information that is associated with the member profile is possible to be prefilled in the enrollment application. Examples include the beneficiary's name, address, date of birth, email address, or phone number.

## **How does MedSupp enrollment work?**

Each carrier's form is unique, there is no standard form, so it depends on the carrier's requirements.

## Who gets an email when application submitted? And what does it look like?

We have options for both the beneficiary and associated agent to receive an email when applications are submitted. Screenshots of all the emails will be in the configuration documentation in the training hub.