YourMedicare Enrollment Center ♡ FAQ

YourMedicare Enrollment Center ♡ FAQ

1. *What is the direct web address to the YourMedicareSM Enrollment Center?*

   https://www.YourMedicareEnrollmentCenter.com

2. *Which web browser should I be using?*

   Google Chrome works best.

3. *How much does the YourMedicare platform cost me to use?*

   Nothing at all, your upline is providing you unlimited free access.

4. *What is my username?*

   Your National Producer Number (NPN). Find your NPN here: **https://www.nipr.com/PacNpnSearch.htm**

5. *Where can I find the YourMedicare training videos?*

   https://www.ymtrainingvideos.com

6. *Which Medicare Advantage and Prescription Drug Plan carriers are available on the YourMedicare Enrollment Center for Quote & Enrollment*?*

   Aetna/SilverScript, Anthem, CarePlus, Centene, Cigna MA, Fallon Health, Freedom Health, Humana, Molina Healthcare, Mutual of Omaha PDP, Optimum HealthCare, UnitedHealthcare & WellCare*.

7. *Are non-commissionable plans displayed for quoting or enrollment?*

   No, non-commissionable plans are suppressed and are not available to either quote or enroll.

8. *How do I locate SNP and MA-Only plans?*

   You can view SNP or MA-Only plans by selecting the appropriate radio button in the Plan type section located in the top left section of the quote page.

9. *I am certified to sell Cigna's Medicare Advantage plans; can I also sell their PDP plans?*

   Not at this time, Cigna's PDP plans are not available for agent sales.

10. *After I certify, how long does it take for my carrier enrollment access to be updated?*

    It varies by carrier and background process, it can take up to 7-10 days, or longer depending on your background content and area of residence.

11. *What if I've already been certified for more than two weeks and not all my MA/PDP carriers are appearing, or allowing me to Enroll a client on the YourMedicare platform?*

You need to contact your upline of the carrier/s that are appearing on the YourMedicare platform to make sure your other MA/PDP carrier contracts are properly aligned for access*.

12. *How do I contact YourMedicare for help with my YourMedicare Enrollment Center access?*

Info@YourMedicare.com or 855-949-6337 (please include/have your NPN)

13. *Why did I receive two different YourMedicare logins?*

You most likely have an Individual and Corporation login that need to be merged together. Please email your Name, Corporation and both NPNs/Logins to **Info@YourMedicare.com** or call 855-949-6337.

14. *Why does my Profile section of the YourMedicare platform ask me for my Social Security Number (SSN)?*

This is only required for Anthem, you can leave it as 000-00-0000 otherwise.

15. *Are the eSOA's created on YourMedicare automatically included with an application when it is submitted to the carrier, or does the eSOA remain in a repository for later access?*

No, eSOA/SOA's are not included with the application submission. The YourMedicare platform retains them so they can be retrieved and downloaded into PDF if an inquiry comes up.

16. *How long are the eScope links good for?*

They expire after 48 hours if they have not been completed.

17. *How long are the Enrollment eSignature links good for?*

They expire after 24 hours if they have not been completed.

18. *What is the email address that my client should be looking for when I send out an eSoA, Quote, PURL or an enrollment application?*

DoNotReply@sunfireinc.com Make sure your clients look in their Junk/Spam folder as well. Text signature notices come from 205-898-3718.

19. *How do I resend an enrollment application if my client doesn't receive it or it has expired?*

Access the Reporting tab on your Dashboard. Locate your client, to the right you will find the personal code for the enrollment application in the column labeled "e-signature code". To resend the application you simply need to click on the three vertical dots in the action column and select "resend e-signature request".

20. *Can I enter a future appointment date with the eScope?*

Yes, you can set the appointment date for a future date.

21. *How often are completed enrollments transmitted to the carriers?*

Every 24 hours.

22. *How long does a completed enrollment take to appear on the carrier's enrollment portal?*

It can take 5-7 days, depending on the carrier and their reporting times.

23. *Where can I access a list of my completed enrollments?*

The Reporting tab allows you to access a list of your completed enrollments.

24. *How do I access my Personal URL Website (PURL) to allow my clients to enroll on their own?*

Add your NPN to the end of this URL
https://www.sunfirematrix.com/app/consumer/yourmedicare/_____
(Check out the training video on this topic: https://www.ymtrainingvideos.com/). You can also access a copy of your PURL link in the Profile section.

25. *Why isn't my phone number listed on the top right corner on my Personal URL Website (PURL)?*

Because you haven't set up your Agent Profile yet – please view the three-minute training video on this topic: **https://www.ymtrainingvideos.com**

26. *Why are NON-formulary drugs listed as more expensive on Medicare.gov than they are on YourMedicare?*

YourMedicare helps agents ensure their clients are getting the best possible pricing available. For drugs not covered on the formulary, YourMedicare uses an average of the actual prices a customer is likely to pay, (see GoodRx prices), in that area for the drug, not the full MSRP cost like Medicare.gov does.

For NON-formulary drugs YourMedicare takes the published wholesale rate for the drug and marks it up by the industry average retail margin, but there are fluctuations chain-to-chain and even store-to-store within a chain on the prices charged. This will result in some YourMedicare NON-formulary drugs being quoted differently than on Medicare.gov

*For access to all above listed MA/PDP carriers your contracts must be aligned with a YourMedicare affiliated NMO. **Info@YourMedicare.com**