

# YourMedicare Bot FAQ

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1. *What is the direct web address to the MyMedicareBot Agent Portal for YourMedicare?*

[www.YourMedicareBot.com](http://www.YourMedicareBot.com)

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

This tool should work from any browser, but Chrome has been tested and works best.

3. *How do I register?*

Click on the following URL: [www.YourMedicareBot.com/signup](http://www.YourMedicareBot.com/signup) Enter your last name, NPN and one time activation code (yourmedicareagent2022) to access the registration page. On the registration page you will be prompted to provide your email address, mobile number and set a password.

4. *What is my username?*

Username is the email address you entered upon registration for the site.

5. *How to I reset my password?*

There are 2 different ways that a password can be reset.

*a. From the login screen click “Forgot your password”. A Password reset screen will pop up. Enter your email address (aka username) and click “Reset Password” and an email will be sent with a link to reset your password. The email will have the following subject line: MyMedicareBot password reset and contain a link to initiate the password reset. Once you click the link you will be prompted to create a new password and then enter it again to confirm. Once done, click “Change Password”.*

*b. From within the agent tool, click on the drop-down menu next to your name in the top right corner of the screen and select “Change Password”. A pop up will open and you will be prompted to enter your current password, enter a new password, verify new password and click “Change Password” to update.*

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

Carrier RTS files will be loaded upon receipt so this will be dependent on the frequency of the files. Depending on the carrier, the RTS files are provided anywhere from once daily to once weekly.

7. *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 YourMedicareBot platform?*

Please reach out to your upline of the carrier(s) in question to ensure that your MA/PDP contract(s) is(are) properly aligned for access.

8. *Are eSOAs completed in the system included with enrollment applications completed within the system?*

No, eSOAs are not included with the enrollment applications completed within the system. They will be accessible via the MyMedicareBot platform and can be retrieved and downloaded if needed.

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9. *What is the email address that the client should look for when I send out an eSOA link?*

Emailed eSOA links will come from [noreply@yourmedicarebot.com](mailto:noreply@yourmedicarebot.com)

10. *How long are the eSOA links good for?*

eSOA links do not expire, they are one time use only. Once the link is accessed and the eSOA is completed, the link will no longer be accessible.

11. *Which Medicare Advantage and Prescription Drug Plan carriers are available in the MyMedicareBot portal for quote and enrollment?*

All Medicare Advantage and Prescription Drug Plan carriers will be featured on the YourMedicareBot tool; however, enrollment will only be made available for Human, Aetna and Cigna at this time. You will only be able to submit an enrollment for those carriers and states in which you are ready to sell in. Enrollments for additional carriers will be supported in Q1 of 2022.

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

There are SNP and Non-SNP checkboxes on the MA/MAPD tab of the Plans page. You can deselect “Non-SNP” to view only “SNP” only plans or deselect “SNP” if you wish to only view “Non-SNP” plans.

13. *Are non-commissionable plans displayed for quoting and enrollment?*

Non-commissionable plans are suppressed from quoting/enrollment for those carriers that currently permit enrollment via the tool.

14. *How long are the telephonic enrollment phone numbers good for?*

The telephonic enrollment phone numbers will expire 1 hour after sent or until another telephonic enrollment phone number is sent by the same agent, whichever comes first. This helps to ensure that the agent will be available to take the call when the shopper calls the number. If a link expires, the agent should reach back out to the shopper to determine the best time to complete the enrollment and provide an updated enrollment telephone number at that time.

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

Completed enrollments are transmitted to the carriers daily.

16. *Can I edit the prescription information in the client’s medicine cabinet if there is a change to the dosage?*

Prescription information cannot be changed. You will need to remove the current information for the prescription in question and re-enter the prescription with the new dosage.

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**17.** *Is there a limit to the number prescriptions that I can enter for a client?*

There is no limit, but a long list of medications may cause a longer time for the cost to be calculated when shopping for plans.

**18.** *Who do I contact if I have an issue or inquiry about the tool?*

For all issues/inquiries, please reach out to [info@yourmedicare.com](mailto:info@yourmedicare.com)