New phone-from-home enrollment option

During these unprecedented times, it's important that all of us do our part to help slow the spread of the coronavirus (COVID-19). And this means staying at home as much as possible. Fortunately, we offer a variety of remote-selling tools you can use to continue supporting your clients who want to enroll.

For the duration of this health crisis, we're offering an additional remote-selling tool, called phone from home. With this option, we'll assist with telephonically enrolling your clients in their selected Innovation Health Medicare Advantage plan, and you can earn commission for the sale.

Please note that your client must provide your name and National Producer Number (NPN) during the phone-from-home enrollment process for you to receive credit.

How to use the phone-from-home enrollment option

Step 1	Complete a sales consultation with your client. • Review all plan options with them. • Ensure they have selected a plan and are ready to enroll.
Step 2	Prepare your client for enrollment. • Ensure they have your first and last name and NPN. (Your client must provide these items during the phone-from-home enrollment process for you to be listed as the writing agent.) • Ensure they have their Medicare ID card. • Give them the enrollment phone number.
Step 3	Next, your client can contact the Innovation Health telephonic broker enrollment team at 888-878-4092. We're available Monday - Friday, 8 A.M. – 8 P.M. EST. On the call, an Innovation Health telephonic enrollment agent will ask your client to: • Provide their agent's name and NPN. IMPORTANT- This information is required for you to be listed as the writing agent. • Confirm that their agent completed a benefit presentation. Next, the telephonic enrollment agent will gather the beneficiary's information to complete the application and will review necessary disclaimers.

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FAQ

How long does the phone-from-home enrollment process take?

About 15-20 minutes.

Can I warm-transfer my clients to this telephonic enrollment line instead of having them call directly?

You may warm-transfer your clients if your phone has this capability; **but please note that most phones do not.** Remember, the sales agent is required to drop from the call once the enrollment application begins. If your phone does not have this capability, you risk disconnecting all callers when you hang up.

How will I receive credit for these enrollments?

We will use your name and NPN to attribute credit for these enrollments. As a result, your clients must provide these items during the call. If they do, you will be listed as the writing agent for the sale, and you will see the enrollment in your Producer World reports once it is fully processed. If they cannot provide your name and NPN, but want to proceed with enrolling in a plan, you will not be listed as the writing agent.

What other remote-selling tools are available?

- **E-kits:** With e-kits, your clients can enroll in a plan online—from the comfort and safety of their own home—and still retain you as their writing agent. To use this tool, you must have access to the Ascend Virtual Sales Office app. It works with any Windows-based laptop or iPad mobile device. Once in the Ascend app, click “Email a Quote” to generate an e-kit email to your client. The e-kit email contains all required plan documents and includes a link to enroll online.
- **RATE**: With the Remote Agent Telephonic Enrollment (RATE) tool, you can enroll your clients by phone. To use this tool, you must have an iPad. You also need access to the Ascend app and must complete a short compliance training and quiz.

Questions?

We’re here to help. If you have any questions about our remote-selling tools, please contact your Innovation Health broker manager.

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