Medicare CENTER

Agent Success and Support

FAQ's

How do I contact MedicareCENTER Support?

888-818-3760
medicarecenter@integritymarketing.com
support@medicarecenter.com

Will I have access to all appointed carriers once I'm enrolled in MedicareCENTER?

After the initial upload of ready-to-sell permissions is complete, agents will have access to quote and enroll through any carrier for which they have their appointment through an Integrity partner upline.

Why can't I add all of my appointments?

Carriers are available through MedicareCENTER on an individual contract basis. For this reason, only carriers that you have appointed through Integrity can enroll through the platform.

How can I quote and enroll the best plan for my client if I can't see all of the carriers due to my appointment not being contracted through an Integrity partner?

On MedicareAPP you can select "Add non-licensed plans" to quote all available carriers. However, only the carriers you are contracted with through an Integrity partner will show the green "enroll" button. If your client selects a plan that is not contracted through Integrity, you will need to complete the enrollment process on the carrier portal.

Can we add carrier permissions as an agent receives new licenses and appointments?

Yes, carriers can be added to the system once the agent's upline receives selling permissions for the agent and it uploads the new file to the database.

Can we correct agent contact details on their MedicareCENTER profile?

Agent contact details can be updated universally on the MedicareCENTER profile or individually through MedicareAPP and MedicareLINK respectively. However, the agent will also want to make sure they have updated this information through their upline's CRM so that it does not accidentally get reverted to the previous data.

Why can't I access my enrollments for PY 2020?

Every plan year the website is updated for the upcoming annual enrollment period. You can reach out to MedicareCENTER Support to request any previous client enrollments for your records. It is recommended that you access and download each application as it is submitted to store for your records.

Why don't I see MedSupp plans available on MedicareLINK?

In order to quote and enroll Medicare Supplement products, agents will want to navigate to the MedSUPP tool portion of MedicareCENTER. Please make sure to select the correct option from the drop-down in the top left corner of the page from MedicareCENTER to the Integrity partner for which you would like to quote through. Some agents may have multiple options if they are contracted through multiple Integrity partners.

Does an agent have to be associated with an agency to have access to MedicareCENTER?

In order to register an account with MedicareCENTER, an agent must carry appointments through an Integrity partner. This means that an agent could be working with an agency or as an individual entity, as long as they carry contracts through Integrity.

Can I import my client Book of Business?

Yes, you can import client data through the CRM portion of MedicareCENTER.

Can I export my client Book of Business?

There is not currently an option to export any information from the system due to compliance standards.

Can I make changes to an application that has already been submitted?

To request changes to an application, you will need to reach out to the carrier with whom the application was submitted.

How can I get a copy of an application that I submitted through MedicareAPP?

To find a copy of an enrollment application on MedicareAPP, navigate to the MedicareAPP tool from the MedicareCENTER home page and follow these steps:

1. In MedicareAPP, use the beneficiary search on the home page to find the correct client profile.
2. Select the correct beneficiary profile from the list.
3. When the beneficiary's profile has loaded, scroll to the bottom of the page.
4. In the section titled "Enrollment History" there will be a hyperlink titled "View App."
5. Click this link to open and view the application. When the application opens in a new tab, you can select to save it as a PDF.

How can I get a copy of an application that I submitted through MedicareLINK?

To find a copy of an enrollment application on MedicareLINK, navigate to the MedicareLINK tool from the MedicareCENTER home page and follow these steps:

1. In MedicareLINK, use the dashboard on the left side of the screen to select the icon for "Reporting" (this should be the last icon in the upper section of the left-hand toolbar).
2. On the reporting page, ensure that "Enrollments" is highlighted blue. This should be the default selection.
3. Select your time frame. For Today, Yesterday and Last 7 Days, the report will automatically run. For Custom, you will need to click the "Run" button after selecting your dates.
4. When the report has finished running, you will see all enrollments submitted in the time frame requested. Locate the correct enrollment and select the three vertical dots beneath the column titled "Action."
5. View or download the enrollment application.

How can I verify that an enrollment application submitted through MedicareLINK has been sent to the carrier?

To find enrollment application status on MedicareLINK, navigate to the MedicareLINK tool from the MedicareCENTER home page and follow these steps:

1. In MedicareLINK, use the dashboard on the left side of the screen to select the icon for "Reporting" (this should be the last icon in the upper section of the left-hand toolbar).
2. On the reporting page, ensure that "Enrollments" is highlighted blue. This should be the default selection.
3. Select your time frame. For Today, Yesterday and Last 7 Days, the report will automatically run. For Custom, you will need to click the "Run" button after selecting your dates.
4. When the report has finished running, you will see the status and time stamp with the enrollment code. You can use this enrollment code to communicate with the carrier for any further information about the application.

How can I find communications sent to or submitted by my clients in MedicareLINK?

To find communications, including SOA and signatures in MedicareLINK, navigate to the MedicareLINK tool from the MedicareCENTER home page and follow these steps:

1. In MedicareLINK, use the dashboard on the left side of the screen to select the icon for "Reporting" (this should be the last icon in the upper section of the left-hand toolbar).
2. On the reporting page, ensure that "Communications" is highlighted blue. This is not typically the default selection.
3. Select your time frame. For Today, Yesterday and Last 7 Days, the report will automatically run. For Custom, you will need to click the "Run" button after selecting your dates.
4. When the report has finished running, you will see all communications sent or submitted in the time frame selected.

Can I resubmit an application with the same information to the same carrier if there is an error or the application is declined by the carrier?

A new application cannot be submitted under the same profile with the same information to the same carrier. However, you can create a duplicate profile for the beneficiary, and you will then be able to submit a new application. Since there is no current way to delete a profile, you will want to edit the previous beneficiary profile to distinguish the two profiles from one anothereach other. We suggest adding a letter to the last name field or changing the last name field to something that indicates it is a dummy profile, such as "Test" or "Declined."