

Call recording at the click of a button.

Easy, compliant, and FREE for MedicareCENTER Agents!

Looking for a solution to the CMS call recording rule this AEP? MedicareCENTER has you covered! Our powerful new Call Recording feature integrates with MedicareCENTER's current easy-to-use Contact Management solution and allows you to record, store, and download sales calls while building and managing your book of business — at no cost to you!



How does it work?

As a MedicareCENTER Agent, you'll be assigned a unique MedicareCENTER Agent Phone Number (found in your MedicareCENTER Account Profile) to use in your marketing materials.

All calls made TO and FROM this number are:

- Routed through your personal device (cell phones, tablets, landlines, and VoIP solutions are all supported)
- Recorded automatically
- Accessible only to you
- Linked to your Contacts in Contact Management
- Stored by MedicareCENTER for 10 years
- Downloadable to your personal device



Incoming calls

- A customer sees your MedicareCENTER Agent Phone Number on your marketing materials and calls it.
- Your personal phone rings (cell phone, tablet, landline, VoIP).
- You answer your phone and are connected to the customer.
- The call recording begins automatically.
- An incoming call notification is displayed in MedicareCENTER to help you quickly and easily:
 - View the call script with the disclaimers CMS requires you to read to the customer.
 - Link the call to an existing contact in MedicareCENTER Contact Management, or create a new one.
- When the call is over, the recording will be available in the Contact Activity Stream.
- Didn't get a chance to link the contact during the call or received the call while away from your computer? Don't worry — you can find the call at the top of your MedicareCENTER Dashboard, where you can link it to a contact — new or existing.



Outbound calls

Place a recorded call to any of your MedicareCENTER Contacts in Contact Management by clicking their phone number in the Dashboard, Contact List, or Contact Details page.

- MedicareCENTER will automatically call your phone number first (cell phone, tablet, landline, VoIP).
- When you answer, MedicareCENTER will automatically call the customer's phone number and connect you when they answer.
- The call script will display in MedicareCENTER with the disclaimers CMS requires you to read to the customer.
- When the call is over, the recording will be available in the Contact Activity Stream.



What else should I know?

Your call recordings are only accessible to you and will be securely stored by MedicareCENTER for 10 years. You may download your recordings to your device at any time.*

Only calls made to and from your MedicareCENTER Agent Phone Number will be recorded and available in MedicareCENTER Contact Management. Your MedicareCENTER Agent Phone Number remains the same from year to year.

While on a recorded call with a client, you can use Contact Management Quote & e-App features to quickly and easily send SOAs, quote, and enroll your clients directly from their Contact record!

With this exciting new release, we've updated the platform to take you directly to your Dashboard after logging in. Single sign on access to CSG APP, MedicareAPP and MedicareLINK can be found below your name in the menu bar.

IMPORTANT: If you're using your cell phone, make sure to add both your MedicareCENTER Agent Phone Number and the MedicareCENTER Operator Number (254-271-0085) to your phone's contacts. This will help ensure that your calls are connected correctly and your Contacts have a good call experience.

For more information about Call Recordings — and the rest of MedicareCENTER's powerful features built just for Medicare Agents — please visit our Learning Center, or ask your marketer today!

*Please keep in mind that these recordings may include beneficiaries' personal health information and you are responsible for storing any downloaded call recordings securely.