

Call Recording FAQs

What is Call Recording and what does it mean for me as an agent?

CMS requires all agents to record all their Medicare Advantage sales calls and store them for 10 years, beginning in AEP for Plan Year 2023.

MedicareCENTER makes it easy for agents to comply with this new requirement with Call Recording in Contact Management.

How does Call Recording work in MedicareCENTER?

As a MedicareCENTER Agent you will be assigned a free, unique, permanent MedicareCENTER Agent Phone Number. Calls made to and from your MedicareCENTER Agent Phone Number are routed through your device (cell phone, tablet, landline, VoIP).

The MedicareCENTER platform acts as a virtual operator, connecting the call between you and your Contact and recording the call in the background. When the call is over, the recording is available in the MedicareCENTER Dashboard and the Contact Activity Stream.

What is a MedicareCENTER Agent Phone Number?

A MedicareCENTER Agent Phone Number is a US-based phone number assigned to an agent in MedicareCENTER. The MedicareCENTER Agent Phone Number uses a virtual operator that connects calls between the agent and their contacts. The MedicareCENTER Agent Phone Number records both incoming and outbound calls automatically.

Do I have to pay for a MedicareCENTER Agent Phone Number?

No. MedicareCENTER Agent Phone Numbers are assigned to MedicareCENTER agents at no cost.

How do I get a MedicareCENTER Agent Phone Number?

If you're new to MedicareCENTER, you will be assigned a MedicareCENTER Agent Phone Number the first time you log in.

If you've logged into MedicareCENTER before, you will be assigned a MedicareCENTER Agent Phone Number the next time you log in after September 8th (when Call Recording was released).

Can I choose my MedicareCENTER Agent Phone Number?

No. MedicareCENTER Agent Phone Numbers are assigned at random by our system, based on the area code of the agent's account profile phone number at the time the number was generated. For example, an agent whose account profile phone number begins with area code 801 (UT) will be assigned a phone number with area code 801, 435, or 385 – all of which are Utah-based area codes.

Can I change my MedicareCENTER Agent Phone Number?

At this time, agents cannot change their MedicareCENTER Agent Phone Number. If you need a new MedicareCENTER because you have moved to a sales coverage area that does not match the area code of your MedicareCENTER Agent Phone Number, please contact support@medicarecenter.com for assistance.

What happens when someone calls my MedicareCENTER Agent Phone Number?

MedicareCENTER acts as a virtual operator, forwarding the call to your device (the number you provided in your Account Profile), connecting you and the consumer (aka Contact) on the call, and recording the call automatically. The call recording is then attached to the Contact's record in MedicareCENTER Contact Management, and available to you for to download for 10 years, as required by CMS.

IMPORTANT: How can I make sure my phone always rings for incoming calls?

Add both your MedicareCENTER Agent Phone Number and the MedicareCENTER Operator Number (254-271-0085) to your phone's Contacts.

What if I don't answer when someone calls my MedicareCENTER Agent Phone Number?

All incoming calls are displayed in a call log on the MedicareCENTER Dashboard, where they can easily be linked to a new or existing Contact in Contact Management. To return the Contact's call from your MedicareCENTER Agent Phone Number, click the phone number in their Contact record.

Who has access to my call recordings?

As the agent, you are the only one who can access your call recordings, aside from the MedicareCENTER Engineering Team who is responsible for storing them securely.

Can I forward another number to my MedicareCENTER Agent Phone Number?

Yes, but doing so will override the caller id for your incoming calls.

Will my MedicareCENTER Agent Phone Number change next year?

Your MedicareCENTER Agent Phone Number will never change unless you request it.

What if I don't want my calls recorded?

You can have your Contact call you back at a different number, or you can call them back directly from your device instead of using MedicareCENTER to initiate a recorded call.

What if I delete my Contacts?

Deleting your Contacts will cause you to lose access to their call recordings directly. MedicareCENTER can provide call recordings by request.

What if I terminate my relationship with MedicareCENTER / Integrity Marketing Group?

MedicareCENTER will still provide your call recordings to you upon request for 10 years.