



Broker FAQs

1. Application Process

Q. What is the broker application process?

How is a broker appointed and certified to work with MHP?

How do I become a broker/agent?

A. To become a MetroPlus Health Broker, please reach out to the Field Marketing Organizations (FMO)
Ritter Insurance Marketing: <https://www.ritterim.com/> Tell: (800) 769-1847
Benefits Concierge Consulting Group: <https://askbccg.com/services/#brokers> Tell: (855) 275-2243
Register to become a broker and complete all required “on-boarding” forms.

2. Appointment as a broker and requirements

B. What is the testing, training requirement for a broker/agent?

A. To become a broker with MHP, you must be licensed in New York State, complete all required Medicare and compliance training modules, obtain AHIP certification and pass all tests satisfactorily.

3. Training Question

Q. What trainings are offered through MHP for brokers?

A. MetroPlus will offer the product trainings – listed on our website at www.metroplus.org/broker
MetroPlus will also offer New York City contractor (vendor) required trainings.

4. Commission Questions

Q. Commission related questions

A. Please reach out to the Field Marketing Organizations (FMO) for all commission related questions.

Please contact:

- Ritter Insurance Marketing at 800-769-1847, Opt.3. and/or
Email: brokerops@ritterim.com,
 - Benefits Concierge Consulting Group at Tell: (855) 275-2243 or Email: <https://askbccg.com/services/#brokers>
-

5. Licensing & Certification Questions

Q. What is needed to remain active?

A. To remain active as a broker, you must complete all necessary Continuing Education credits to renew your Accident & Health License. For license information visit the NYS Department of Financial Services at this link

https://www.dfs.ny.gov/apps_and_licensing/agents_and_brokers/home

6. Broker related services questions

Q. How do I order marketing collateral?

A. To request Marketing materials, you can:

Email brokersupport@metroplus.org for questions about ordering materials.

Email Broker Services at www.metroplus.org/broker

Call our broker services line at 833-917-3525 for questions about materials that you request.

7. Enrollment Period

Q. What is the enrollment period (AEP)?

A. Annual Enrollment Period extends from October 15th to December 7th, 2021.

8. Sales Support

Q. Whom should I contact for sales support?

A. Broker Manager at 833-917-3525 or email brokerinfo@metroplus.org

Broker Coordinator at 833-917-3525 or email brokerinfo@metroplus.org.

9. Broker Proprietary Information

Questions related to broker proprietary information

A. Brokers should reach out to The Field Marketing Organizations (FMO) below for answers about their proprietary information.

o Ritter Insurance Marketing at 800-769-1847, Opt.3. and/or Email: brokerops@ritterim.com,

o Benefits Concierge Consulting Group at Tell: (855) 275-2243 or Email

<https://askbccg.com/services/#brokers>

MHP broker sign in and authentication at MetroPlusHealth will be available through our Salesforce implementation in 2022.

10. Other Broker Related Questions

Questions that a broker might ask include:

- Status of member application.

- What training/testing do I need?

Current training/testing status for required trainings will be available at the MetroPlus Health

Human Resources link Mphr@metroplus.org

- Is my application complete?

Send an email to Mphr@metroplus.org for status of your completed broker appointment applications.

11. Medicare Plan and benefit related details

Q. Product questions

A. Customer Service can be reached at 1-800-303-9626 and can offer these links

- Medicare Platinum <https://www.metroplus.org/plans/medicare/platinum-health-plan>
- Medicare Advantage <https://www.metroplus.org/Plans/Medicare/advantage-health-plan>

12. Member related questions:

A. Customer Services will respond and can offer this link

Please refer to the MetroPlus website at <https://www.metroplus.org/Member>

- Plan ID card needed <https://www.metroplus.org/member/FAQs>
 - If you are a new member and don't have your member ID yet, please contact MetroPlus Customer Service at 1-800-303-9626.
 - You can also email us at help.memberexperience@metroplus.org If you email to receive your member ID, we will need to schedule a call back to verify your identity for security purposes.
- NPI lookup <https://www.metroplus.org/find-doctor>
- Specialist lookup <https://www.metroplus.org/member/provider-directory>
- Formulary lookup <https://www.metroplus.org/Plans/Medicare/prescription-drug-information>
- Pharmacies in Network <https://www.metroplus.org/Find-Pharmacy>

13. Additional Programs and Services

Q. What additional programs and services are available to brokers?

A. Brokers have training available through the MetroPlus University.

Contact MHP Broker Services at 833-917-3525 to find out more on enrollment sites/venues, leads, special marketing equipment and other resources and promotional enhancement opportunities.

14. Tools and Links for Brokers

Q. What are some Tools and Links for Brokers?

- Rewards Program Link <https://memberwell.com/metroplus/home/landing/>
- Member Portal Link <https://www.metroplus.org/Member>
- Medicare Platinum Plan Payment Link [Pay My Premium | Member | MetroPlus Health Plan](#)
- MetroPlus Mobile App Link – Coming Soon!
- Chase Premium Payment link – Coming Soon!
- Orbital Premium Payment Link – Coming Soon!