

Broker Essential Plan Frequently Asked Questions

2025

Onboarding Process

Q. How is a broker appointed and certified to work with MetroPlusHealth?

A. To become a MetroPlusHealth Broker, please reach out to the Field Marketing Organizations (FMO)

Ritter Insurance Marketing

<https://www.ritterim.com/>

Tel. 1-800- 769-1847

Benefits Concierge Group

<https://askbcg.com/brokers/services/brokers>

Tel. 1-855-275-2243 (1-855-ASK-BCG3)

Gamma Care

<https://www.gammacc.com/>

Tel. 1-888-737-7673

Genesis Business Capital Inc

[Home - Genesis Business Capital Inc](#)

Tel. 1-833-422-2436

Licensing & Certification Questions

Q. *What is needed to remain active?*

A. In order to continue selling **MetroPlus Essential Plans**, please ensure completion of **NYSOH Spring Training** requirements to maintain your Certified Assistance Counselor certification.

Training can be accessed at: <https://info.nystateofhealth.ny.gov/SpringTraining2024>

Broker related services questions

Q. *How do I order marketing materials?*

A. *To request Marketing materials and questions regarding your order you can:*

- Email brokersupport@metroplus.org*
- Call our broker support line at 833-917-3525*

Broker Proprietary Information

Q. *Who do I contact for questions related to broker proprietary information?*

A. Brokers should contact the Field Marketing Organizations (FMO) for answers about their proprietary information. (see below)

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

Benefits Concierge Group at Tel: (855) 275-2243 or Email info@askbcg.com

Gamma Care at Tel. 1-888-737-7673 info@gammacc.com

Genesis Business Capital Inc at Tel. 1-833-422-2436 agentmktg@genesisbusinesscapital.net

B. Broker should contact their General Agency (GA) for answer about their proprietary information.

C. Independent Brokers should contact Broker Support at brokersupport@metroplus.org for any inquiries regarding Proprietary Information.

Essential Plan (EP) appointment broker requirements

Q. What are the testing and training requirements for a broker?

- A. To become a broker with MetroPlusHealth, you must have an active Certified Application Counselor (CAC) Certificate, complete all required MetroPlusHealth and compliance training modules.*
- B. Brokers must have a valid NYS Department of Financial Services License (DFS).*

For more information click this link: <https://nystateofhealth.ny.gov/agent/>

Training Question

Q. What trainings are offered through MetroPlusHealth for brokers?

- A. MetroPlusHealth will offer the product trainings – listed on our website at www.metroplus.org/broker .*

Commission Questions

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

Ritter Insurance Marketing

Tel: (800) 769-1847, Opt.3.

Email: brokerops@ritterim.com

Benefits Concierge Group

Tel: (855) 275-2243 or

Email: info@askbcg.com

Gamma Care

Tel: (888)-737-7673

Email: info@gammacc.com

brokersupport@gammacc.com

Genesis Business Capital Inc

Tel. 1-833-422-2436

Email: agentmktg@genesisbusinesscapital.net

Commission Questions (continued)

Or contact MetroPlusHealth:

General Agency with MetroPlusHealth

Tel. (833) 917-3525

Email: brokersupport@metroplus.org

Independent Broker with MetroPlusHealth

Tel. (833) 917-3525

Email: brokersupport@metroplus.org

Salesforce

Q. How do I access the Broker Portal in Salesforce?

A. To access the Broker Portal follow the steps below.

1. Check your email: You will receive a welcome email from the Broker Portal.
2. Set up your account: In the welcome email, click the provided link to enter the portal.
3. Click “Forgot My Password”: On the login page, select “Forgot My Password.”
4. Reset your password: You will receive an email with a link to reset your password.
5. Update your password: Follow the link to set a new password.
6. Log in: Use your updated password to log in and start enrolling prospects.
7. You are set to start enrolling.

Salesforce

OR you can watch a video to guide you to setup your account and how to navigate salesforce follow the link or QR code below:

<https://www.brainshark.com/1/player/MetroPlusHealth?pi=zIDzkLAfrzIZZCz0&r3f1=&fb=0>



Essential Plan (EP) Submission Process

Q. *Can I submit an EP application using Salesforce or the MetroPlusHealth Website?*

A. No. All EP applications must be completed through NY State of Health Marketplace website:
<https://nystateofhealth.ny.gov/index>

Q. *How to enroll/refer a prospect into EP?*

A. Zoom (Telephonic Enrollment)

- Zoom guide [Zoom Guide](#)

B. [Conflict of Interest Statement and Disclosure Form](#)

C. [End of Sale Brochure](#)

D. <https://metroplus.org/brokers/>

Q. How can members get assistance?

A. If a member informs you that they have not received or have misplaced their Member ID Card please direct them to the MetroPlus Customer Service at 1-800-303-9626

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>

How can members get assistance?

Members can also email us at help.memberexperience@metroplus.org. If a member emails to receive their member ID, we will need to schedule a call back to verify their identity for security purposes.

If a member needs assistance locating a participating provider or pharmacy they can use the links below.

Provider lookup <https://www.metroplus.org/find-doctor>

Specialist lookup <https://www.metroplus.org/member/provider-directory>

Pharmacies in Network <https://www.metroplus.org/Find-Pharmacy>

To determine whether a medication is covered under a member's plan, they can use the link below to find our formulary.

Formulary lookup <https://www.metroplus.org/Plans/Medicare/prescription-drug-information>

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.

Sales Support

Q. *Whom should I contact for sales support?*

A. Broker Support at 833-917-3525

Email: brokerinfo@metroplus.org

Tools and Links for Brokers

Q. *What are some member resources Brokers can share/view?*

Rewards Program Link <https://memberwell.com/metroplus/home/landing/>

Member Portal Link <https://www.metroplus.org/Member>

MetroPlus Mobile available for App Store iOS



Metro

Plus

Health

metroplus.org