

Broker Medicare Frequently Asked Questions

2026

Onboarding Process

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

A. To become a MetroPlusHealth Broker, please reach out to one of our participating Field Marketing Organizations (FMO)



AN INTEGRITY I COMPANY

appliedga.com

1-800-498-6880



askbcg.com

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



ritterim.com

800-769-1847



gammacc.com

888-737-7673



advocatehealthadvisors

800-709-5513



SJR Coverage Counselors

sjrcoverage.com

646-560-0969

917-962-6035

Commission Inquiries

If you have questions about your MetroPlusHealth Commissions, your Field Marketing Organization (FMO) can help.



Licensing & Certification Questions

What is needed to remain active?

For a broker to remain active with MetroPlusHealth you must:

1. Complete all necessary Continuing Education credits to renew your Accident & Health License.
2. Maintain and provide an active Accident and Health License to MetroPlusHealth.



For license information visit the [NYS Department of Financial Services](#)

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
- ✓ Request Marketing Material [HERE](#)



Broker Proprietary Information

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

- ✓ Brokers should contact the Field Marketing Organizations (FMO) or General Agency (GA) for answers about their proprietary information.
- ✓ Independent Brokers should contact Broker Support at brokersupport@metroplus.org for any inquiries regarding their proprietary information.



How do I access the Broker Portal in Salesforce?

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.

❖ *watch a video to guide you to setup your account and how to navigate salesforce follow QR code*



Member Support

How can members get assistance?

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 a new member does not receive their member ID after 10 business days,
the member can contact MetroPlus Customer Service at **800-303-9626**.



How can members get assistance?

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>

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 Tools and Links for Brokers?

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