



## 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

Trusted American: <https://taia.us/> Tell: (844) 998-7878

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

Q. 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](http://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](mailto:brokerops@ritterim.com),
- Trusted American at (844) 998-7878 or Email: <https://taia.us/>
- 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](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](mailto:brokersupport@metroplus.org) for questions about ordering materials.

Email Broker Services at [www.metroplus.org/broker](http://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 15<sup>th</sup> to December 7<sup>th</sup>, 2021.

#### 8. Sales Support

Q. Whom should I contact for sales support?

A. Broker Manager at 833-917-3525 or email [brokerinfo@metroplus.org](mailto:brokerinfo@metroplus.org)

Broker Coordinator at 833-917-3525 or email [brokerinfo@metroplus.org](mailto: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](mailto:brokerops@ritterim.com),

o Trusted American at (844) 998-7878 or Email: <https://taia.us/>

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](mailto:Mphr@metroplus.org)

- Is my application complete?

Send an email to [Mphr@metroplus.org](mailto: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](mailto: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!