

Broker Medicare 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

Application Process

*For **Independent Broker /General Agency (GA)** interest reach out Broker Support.*

*Become an **Independent Broker** with MetroPlusHealth*

Tel. 1-833-917-3525

Email: brokersupport@metroplus.org

*Become **General Agency (GA)** with MetroPlusHealth*

Tel. 1-833-917-3525

Email: brokersupport@metroplus.org

Medicare appointment broker requirements

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

A. To become a broker with MetroPlusHealth, you must have an active Accident & Health License in New York State, complete all required MetroPlusHealth Medicare and compliance training modules, obtain AHIP certification and pass all tests with satisfactory score.

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

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

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 by clicking the link below. https://www.dfs.ny.gov/apps_and_licensing/agents_and_brokers/home

Broker related services questions

Q. How do I order marketing materials?

A. To request Marketing materials or request an update on an existing order, you can:

Email brokersupport@metroplus.org

Call our broker support line at 833-917-3525

Enrollment Period

Q. What is the Annual Enrollment Period (AEP)?

A. Annual Enrollment Period extends every year from October 15th to December 7th. It allows Medicare Beneficiaries to join, drop or switch to another Medicare Advantage Plan or back to original Medicare.

Q. What is the Open Enrollment Period (OEP)?

A. Open Enrollment Period (OEP) is available January 1st to March 31st. It allows for Medicare Advantage Enrollees to switch to another MA plan or go back to Original Medicare.

Q. What are Special Election Periods (SEP)?

Special Election Periods (SEP) allows for a Medicare recipient to enroll in a MA plan due to a change in circumstance (e.g. new to service area, lost or gained Medicaid, lost or gained extra-help (LIS), current plan will no longer be offered in service area).

Medicare Plan and benefit related details

Plan information can be found here:

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

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

For additional inquiries please contact Customer Service at 1-800-303-9626.

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 the member emails MetroPlus to request a 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>

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.

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>



Enrollment Options

Q. How can I enroll/refer a prospect to our MetroPlusHealth Medicare Plans?

A. In-person Enrollment

- *Walk-in (48 hour rule is waived but must have a valid Election Period)*
- *Home Visit (48 hour rule applies)*

B. Zoom (Telephonic Enrollment)

- [Zoom Guide](#)

C. Script (upload to Portal) ALL MUST BE UPLOADED TO BROKER PORTAL

- [SOA script](#)
- [inbound script](#)
- [outbound script](#)

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>

Medicare Platinum Plan Payment Link [Pay My Premium | Member | MetroPlus Health Plan](#)

MetroPlus Mobile available for App Store iOS



Metro

Plus

Health

metroplus.org