ConnectureDRX Platform Highlights for AGENTS

What's New & Optimized for 2024

For Medicare plan types: MA/MAPD and MedSupp

PlanCompare ONE

PlanCompare Edge

formerly called Medicare Edge

CONNECTURE DRX

- Agent Call Recording
- Agent Dashboard – Reports & Training Materials
- All Plans View
- Alternatives for Off-Formulary Drugs
- Build a Medicine Cabinet (via MyMedicare.gov)
- **Digital Pharmacy and More**
- Health Cost Personalization
- Health Risk Assessment
- **Medicare & Medicaid Eligibility Checks**
- Medicare Supplement Plans
- **Multi-Year Plan View**
- **Plansmart Analytics** *- PlanCompare ONE only*
- Provider Search
- Quick Quote
- Scope of Appointment – **Voice** and Electronic
- Shopping Link (Personalized URLs) *- PlanCompare ONE only*
- Text and Email to Enroll
- Therapeutic Drug Alternatives
- Total Cost Estimates
- Using Preferences
- **Voice Signature (SOA & Enrollment)**

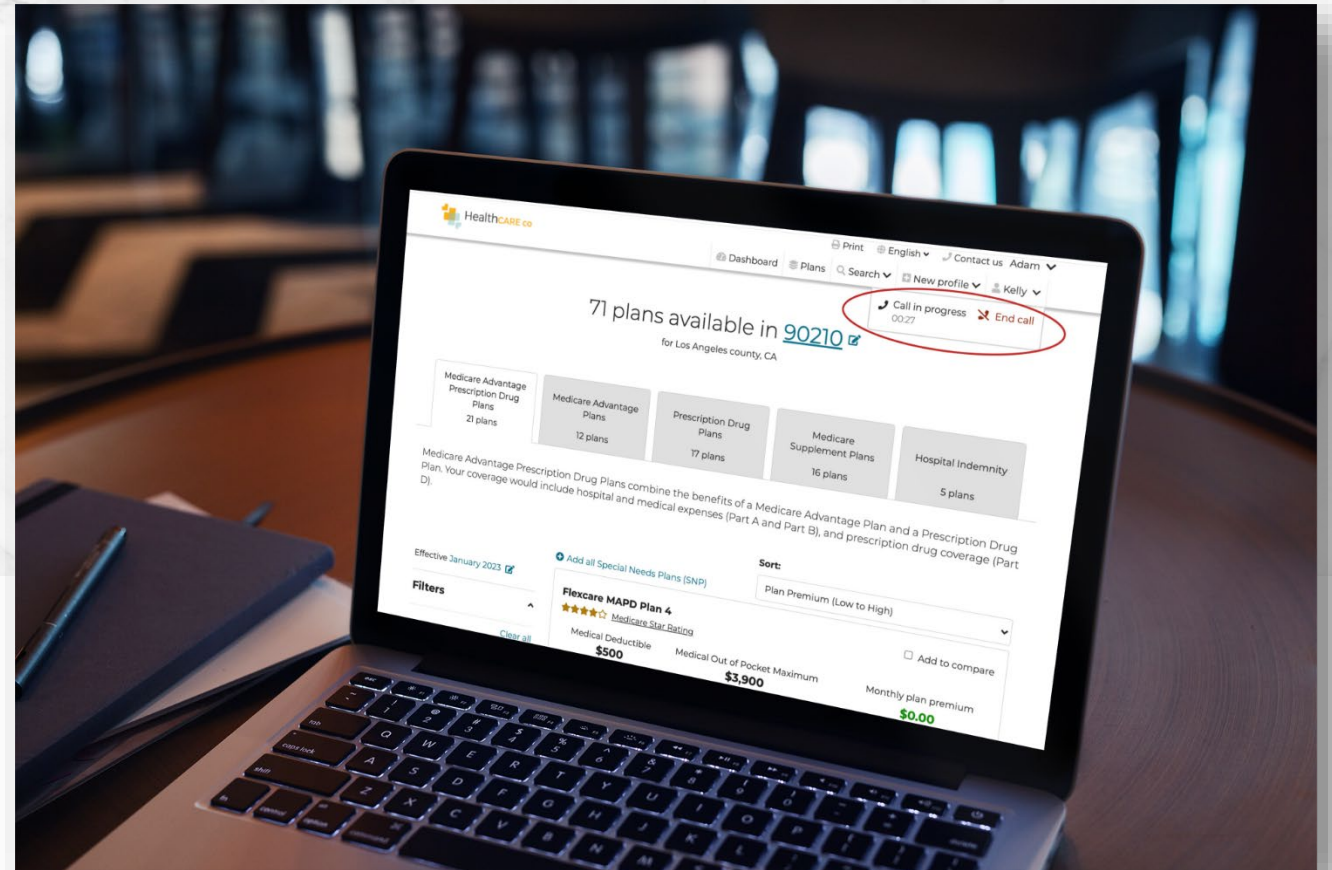# Key Platform Features
New & Optimized for 2024

PlanCompare ONE

PlanCompare Edge

*Non-standard feature accessible on some health plan and agency platforms

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CONNECTURE DRX

Agent Call Recording
for Field Agents

Stay Compliant:

- Shopping
- Plan Comparisons
- SOA
- Enrollment

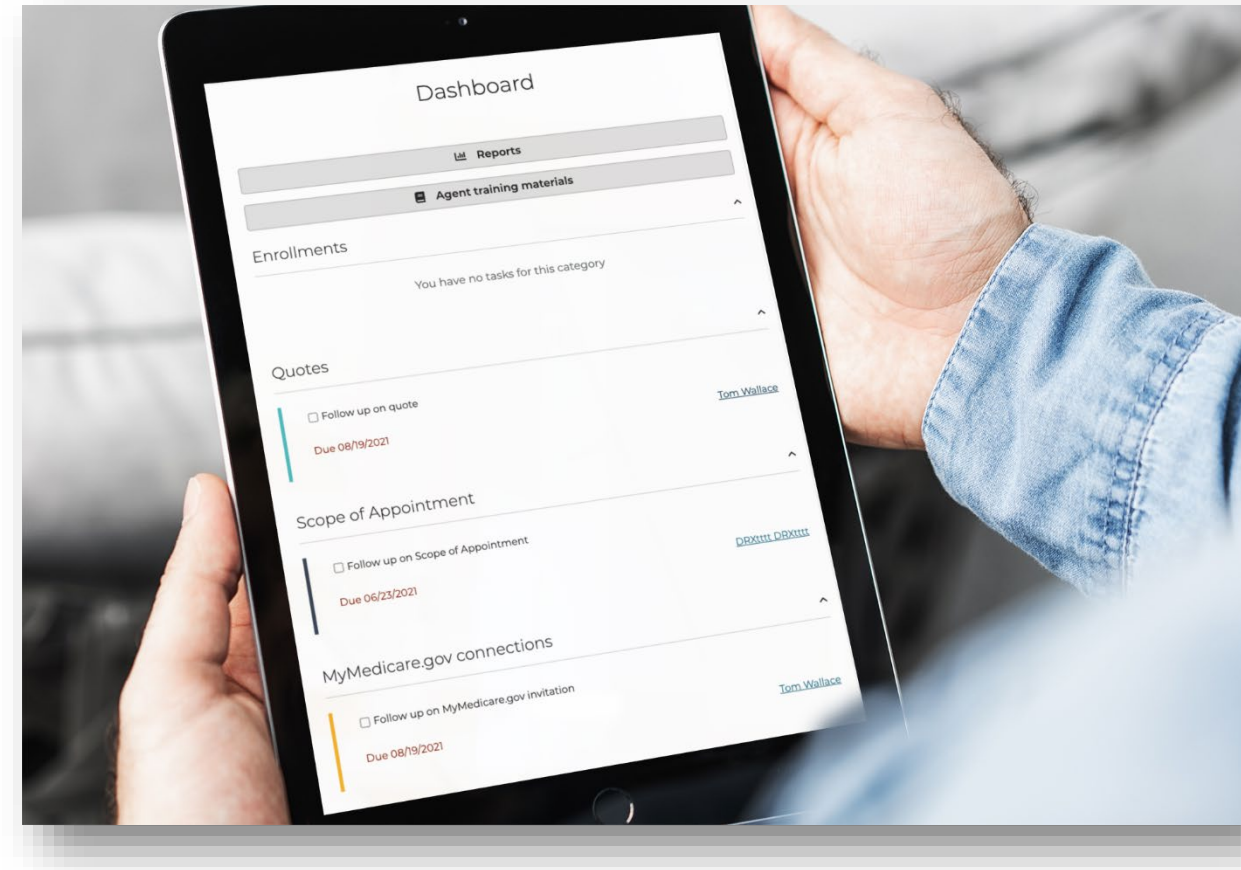**Recordings are stored for easy access at any time.**

CONNECTURE
DRX

Agent Dashboard
Reports & Training Materials

Efficiently manage the day-to-day

- "How to use" videos and flyers

- Enrollments

- Personalized quotes

- Scope of Appointments

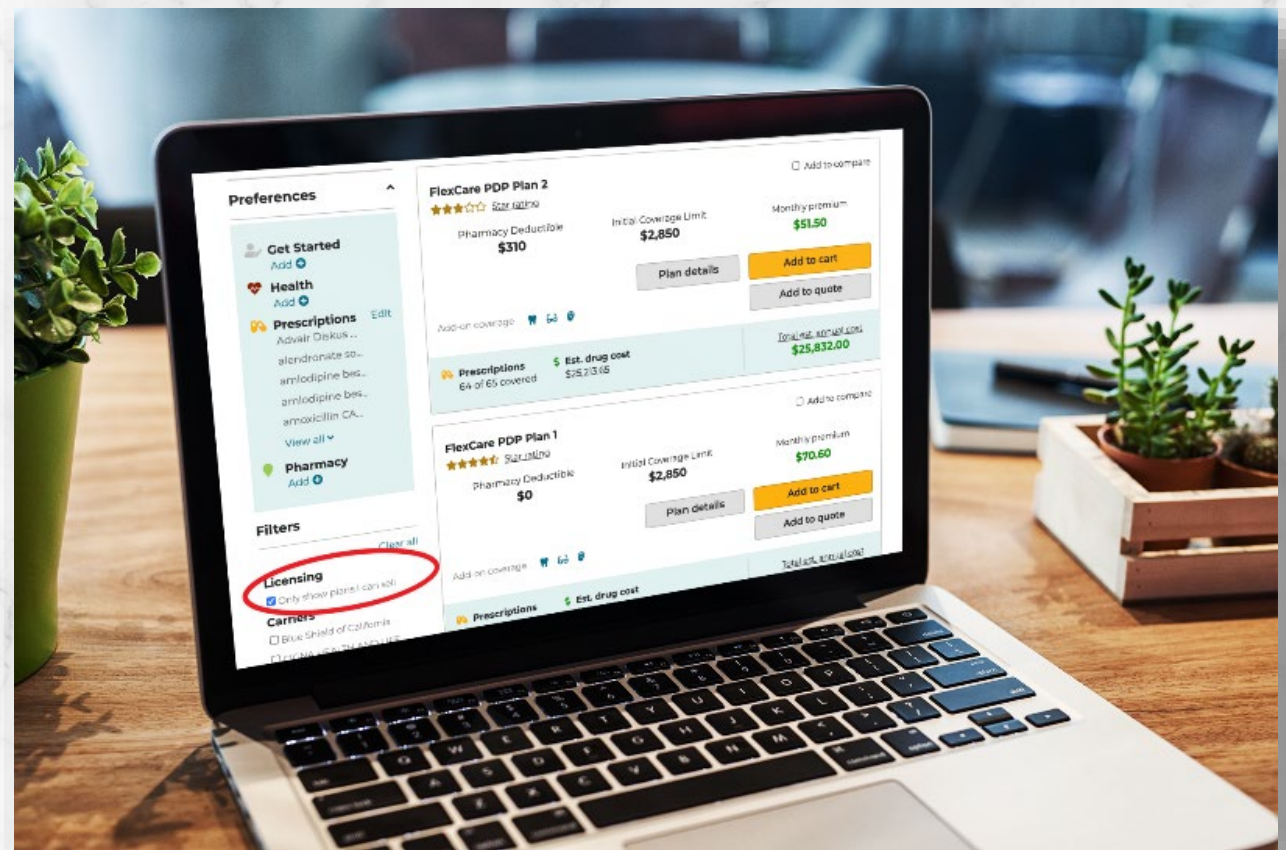- Notes & Tasks - include relevant beneficiary profile information
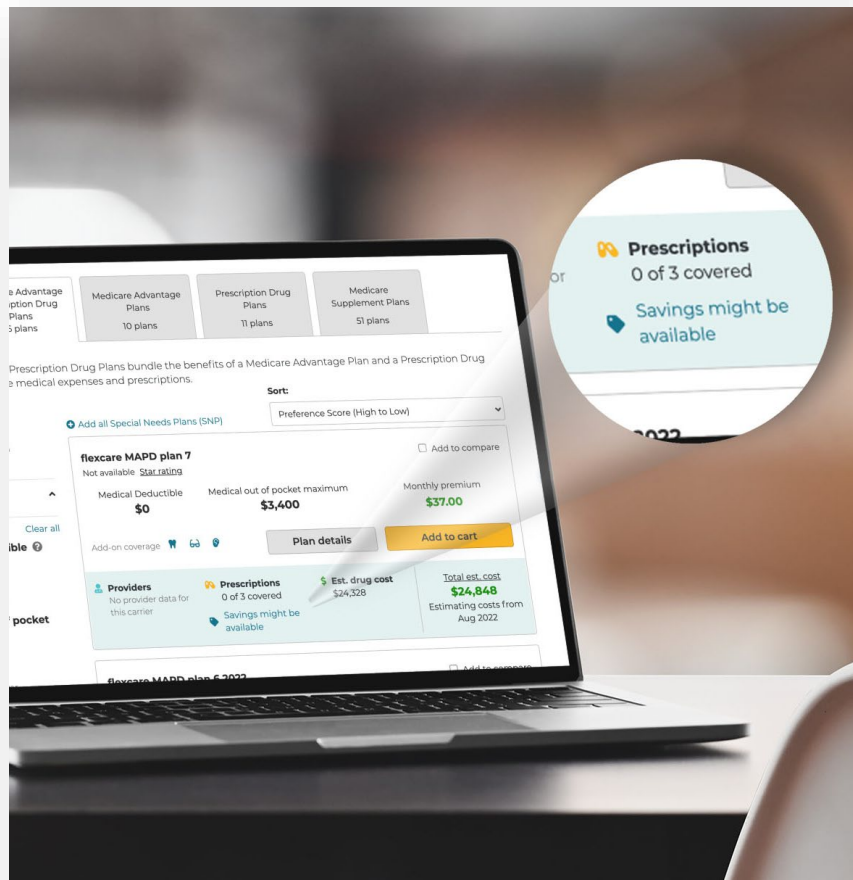
ALL PLANS View

See all available plans by zip code

Filter by…

- **Plans licensed to sell**

- **SNP plans**

   Plus! See important messaging
   regarding dual eligibility when
   I receive help from Medicaid is selected

ALTERNATIVES for Off-Formulary Drugs

See if **DRUG NOT covered** has **covered alternatives**

Change the medical **CONDITION** for a drug to see **covered alternatives**
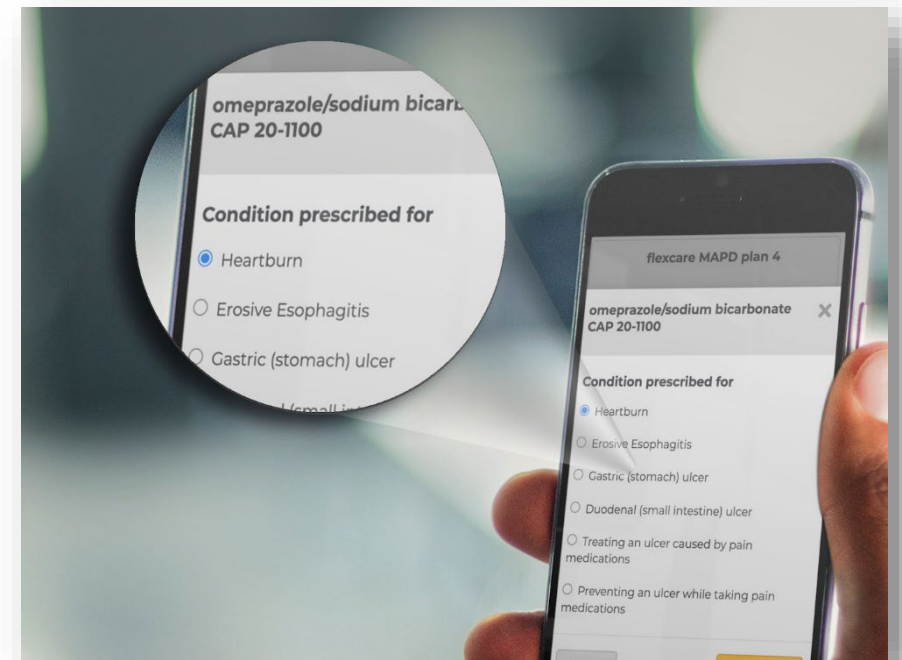
Build a MEDICINE CABINET
Via MyMedicare.gov
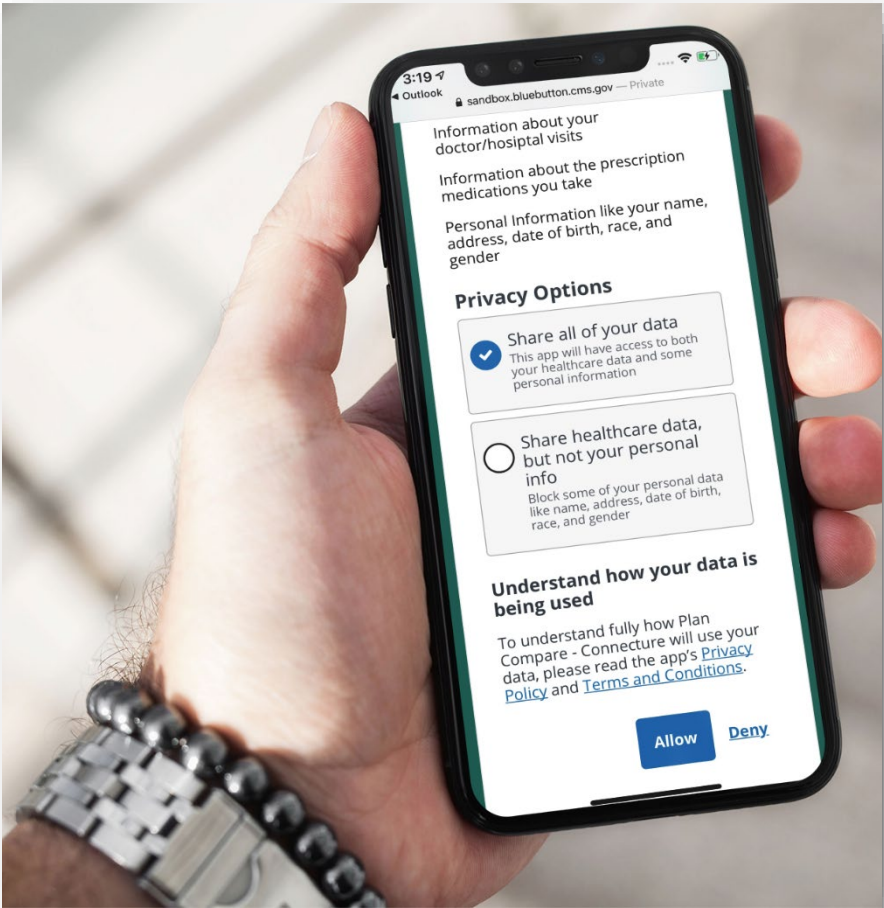
Use MyMedicare.gov to download claims data and load prescriptions **automatically**.

Digital Pharmacy and More

Digital, Retail and Mail Order
Choose MULTIPLE pharmacies
& toggle to compare pricing

Ensure beneficiaries find their best fit plans with the most accurate drug pricing.

We use NABP-recognized digital pharmacies.

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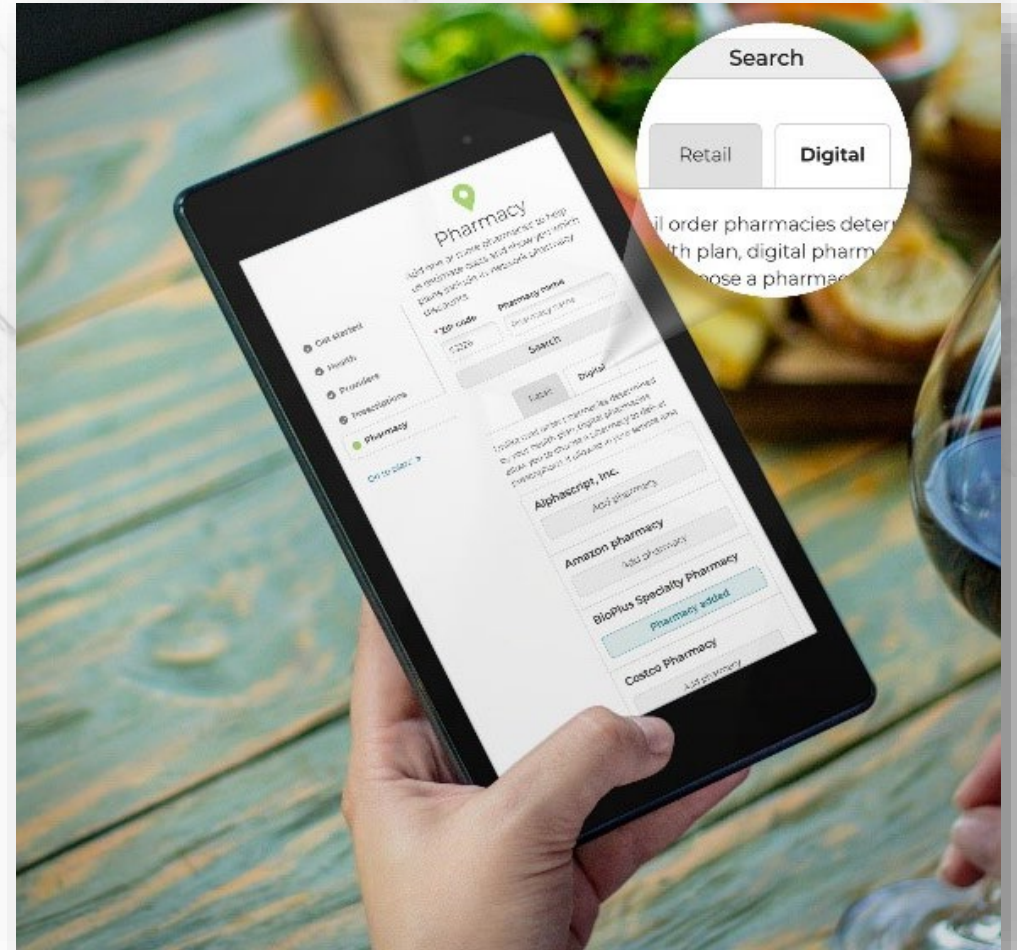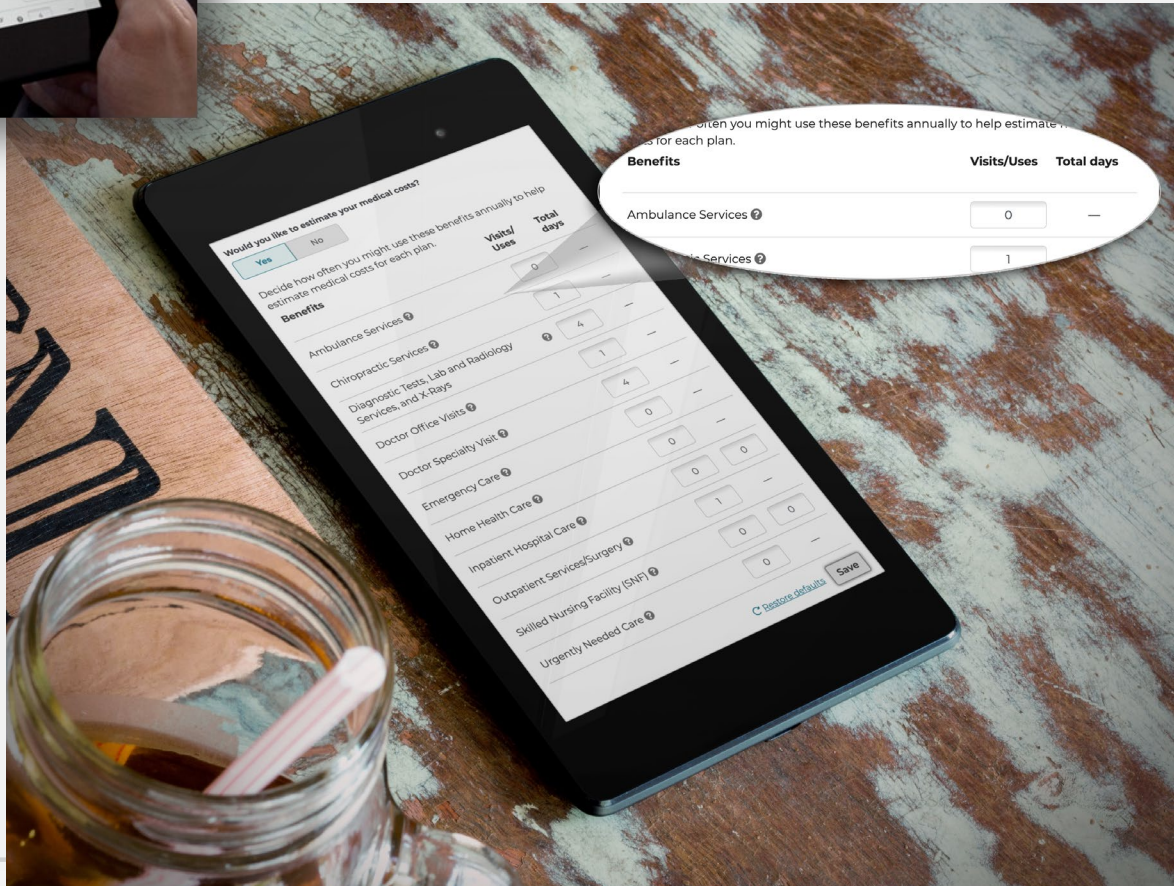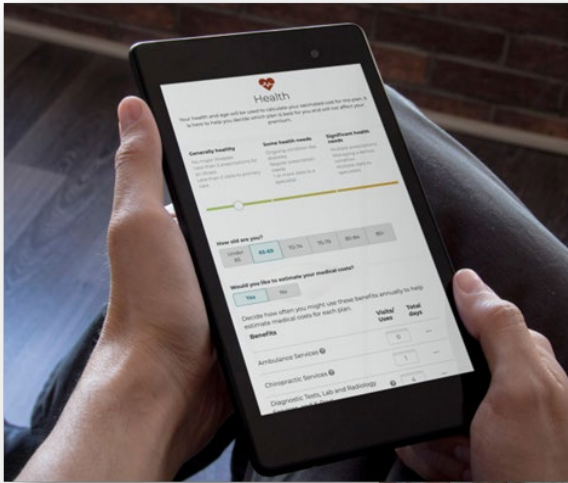
HEALTH COST
Personalization
based on utilization of benefits

Enter commonly used healthcare services to see in-network plan costs.

Health Risk ASSESSMENT

Submit an HRA:

- **At time** of Enrollment

- **Post** Enrollment

Note: HRAs completed post-enrollment help agents stay connected to beneficiaries during the pre-effective benefits period.

Medicare & Medicaid Eligibility Checks

With **REAL-TIME eligibility verification** you can confirm a member's Medicare and Medicaid eligibility at the start of the shopping process.

Confirm MBI, Part A and Part B dates as well as Medicaid eligibility before quoting to help ensure a smoother and successful enrollment experience.
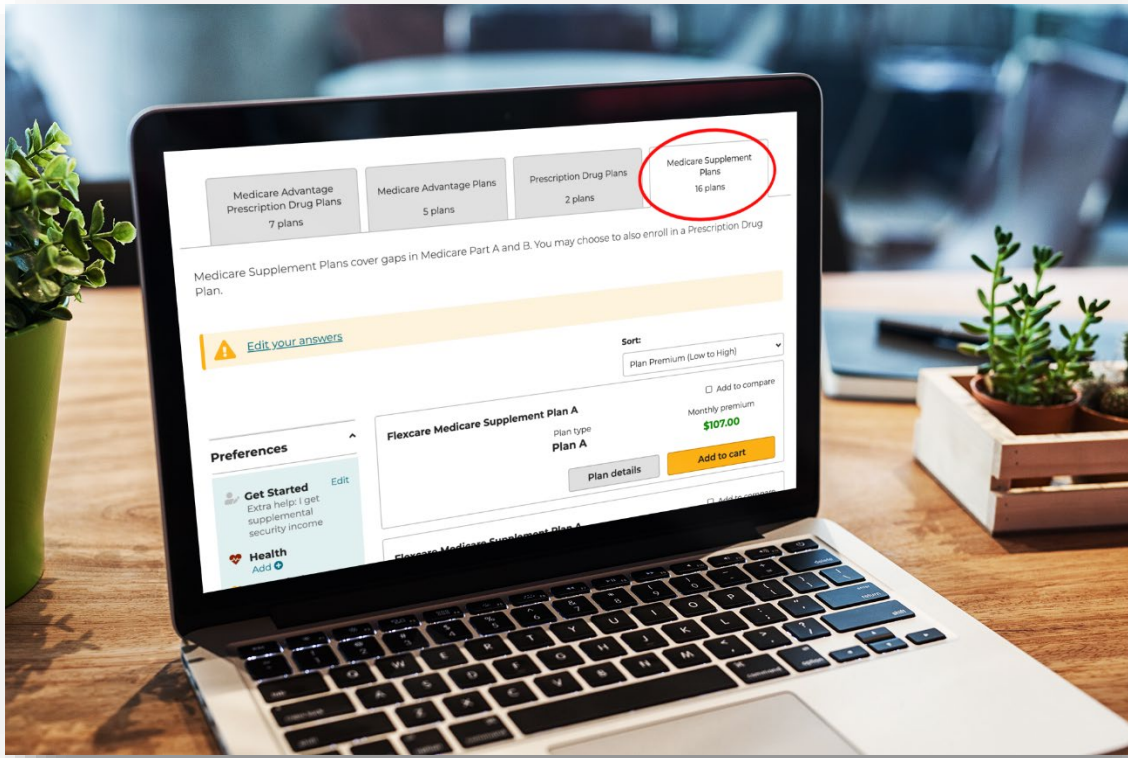
Medicare Supplement Plans

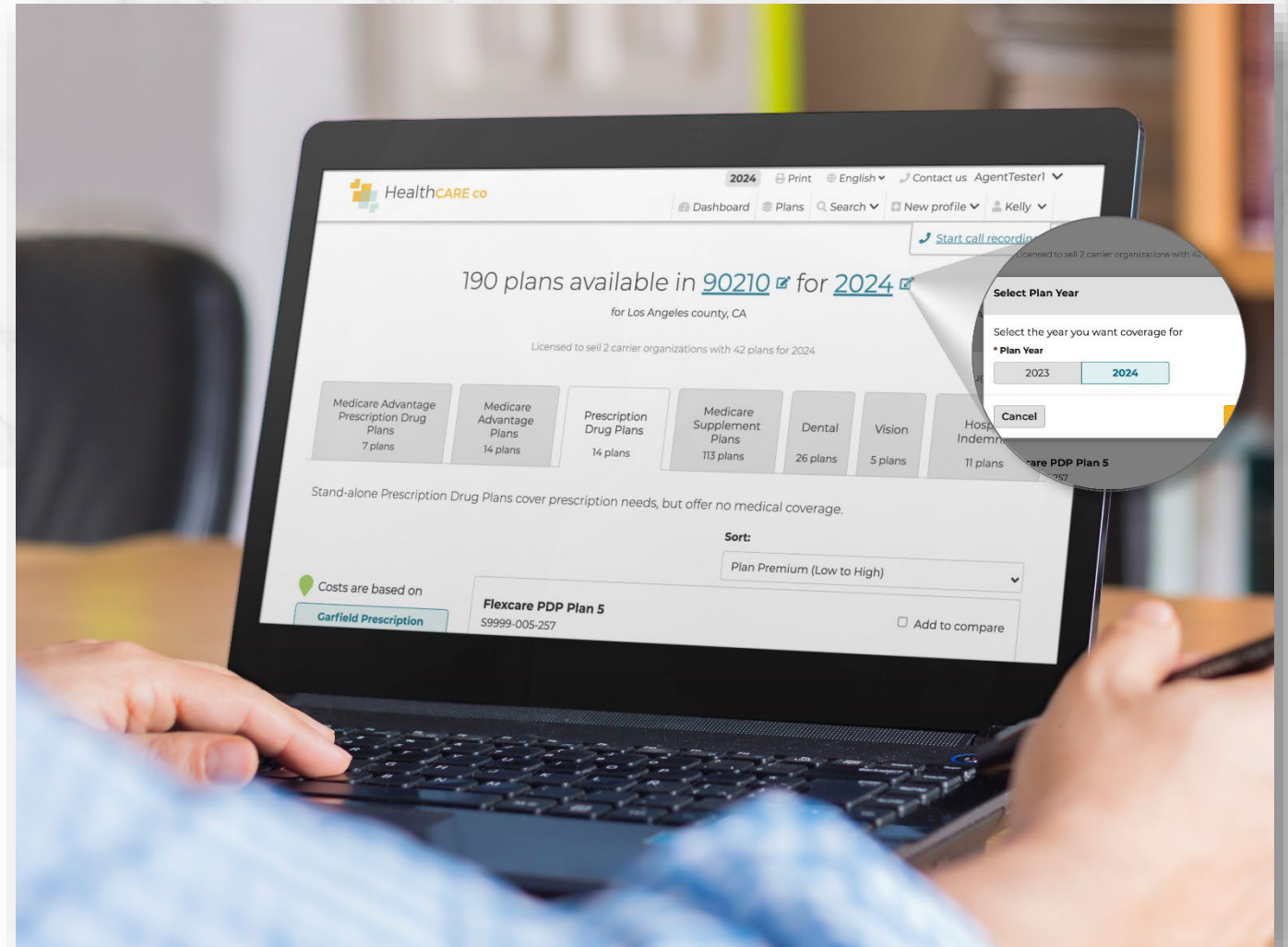Compare up to three plans side-by-side

View plan details

Add a plan to the shopping cart to start an application

Multi-Year Plan View

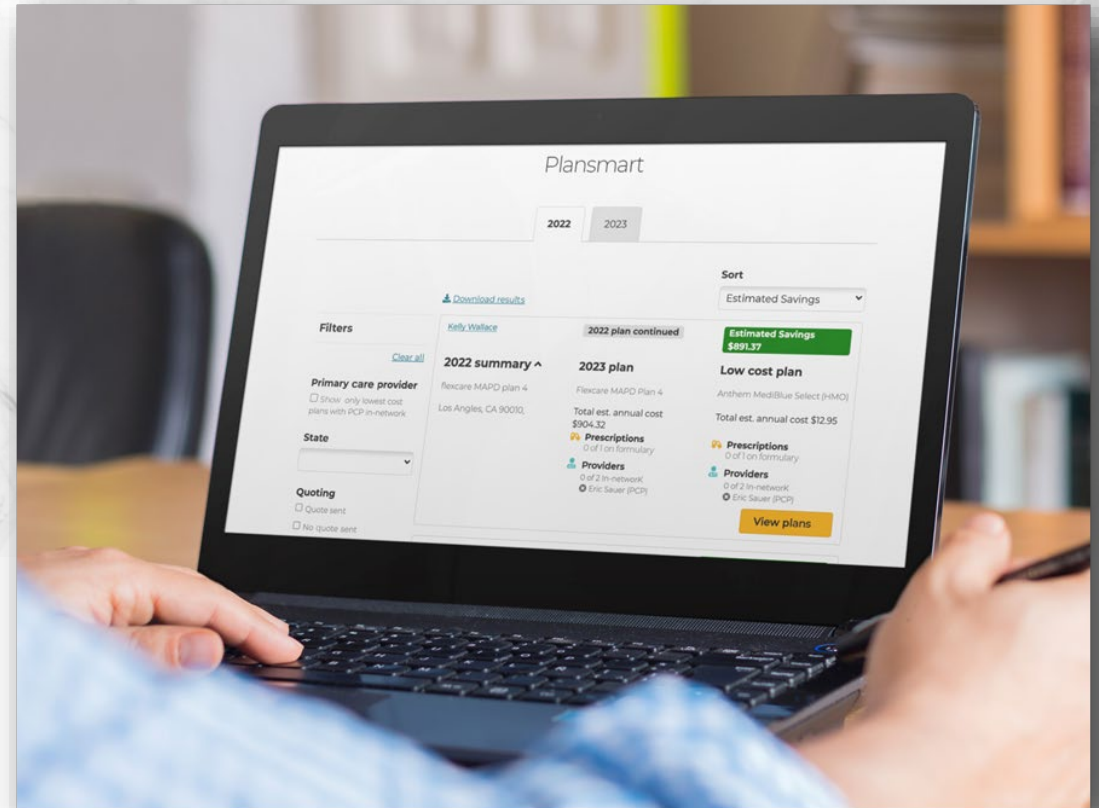**Easy toggle between most recent plan year and next plan year on one site**

Shop and access enrollment history and quoting from ONE URL

Plansmart Analytics*

Identify at-risk members who may be impacted by plan changes

A highly-targeted Consumer Impact Analysis, with **demographics, plan benefit, plan pricing and medicine cabinet data**, effectively connects members to their best fit plans.

*Value-Add Features: Non-standard feature accessible on some health plan and agency platforms

CONNECTURE DRX

- **Visual Search with Map**

- **General practice filter**

- **Specialist Call Outs**

- **Value-Based Care Providers**

Provider Search
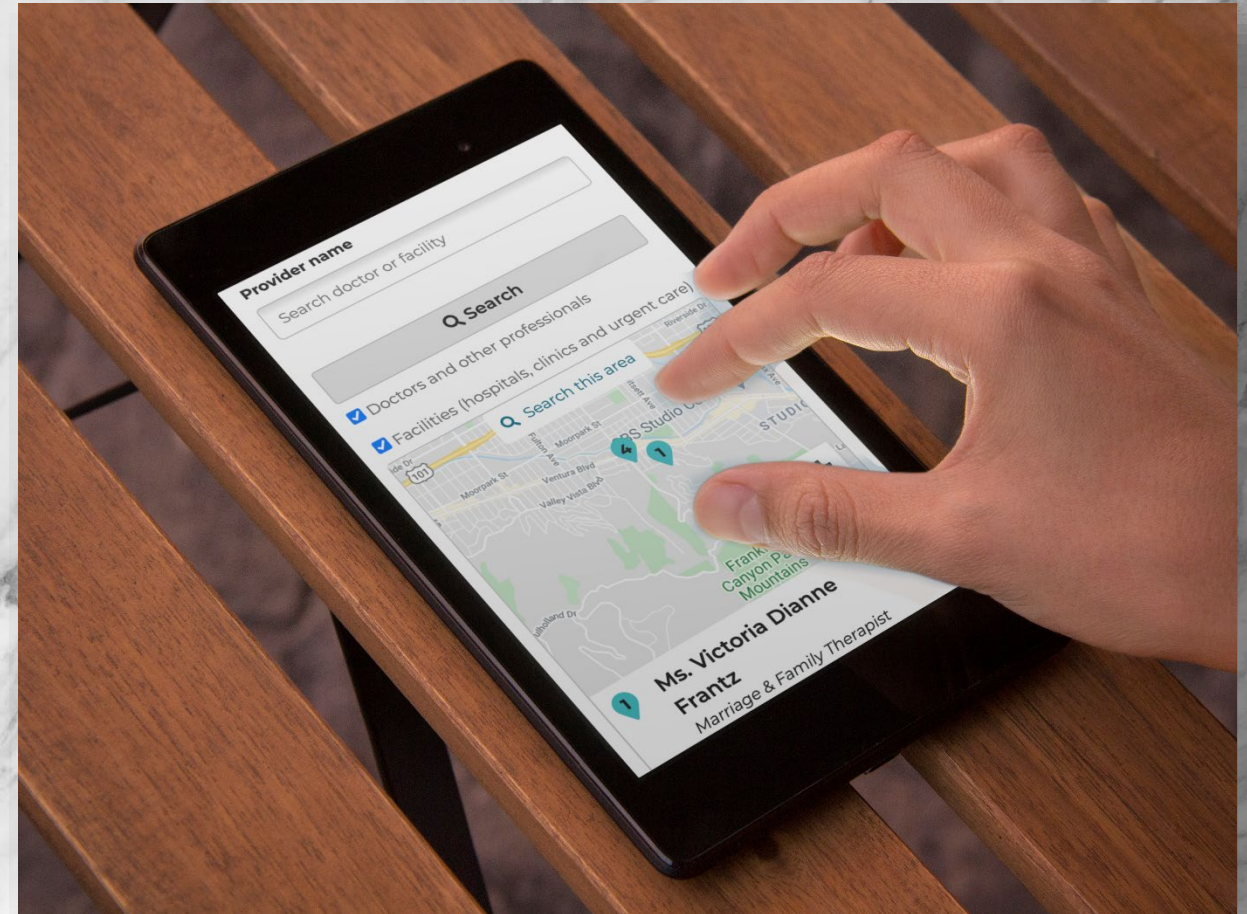
- Select up to 3 plans to send to a beneficiary and include a personal note.

- Beneficiary can add/edit their own preferences when quick quote is sent.

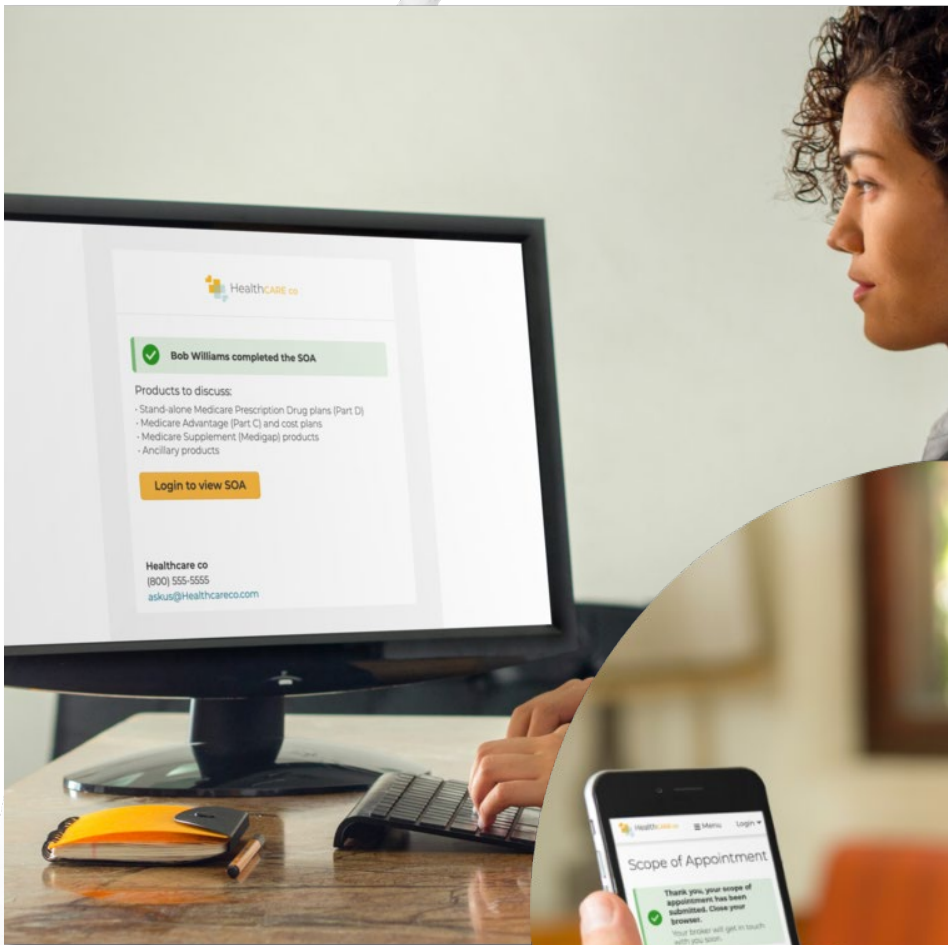- Agents get credit for sale when sending a quote.
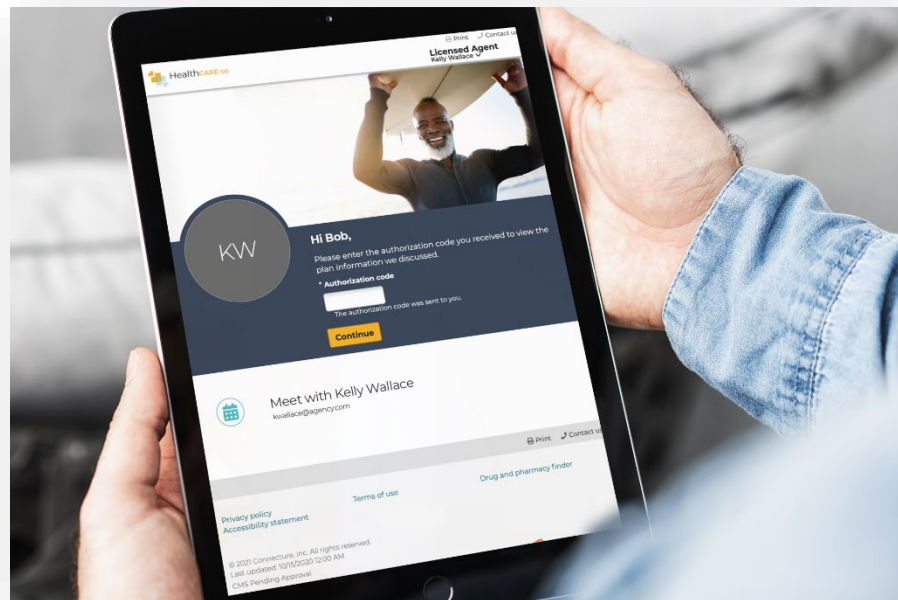
Quick Quote

Send a personalized quote anytime

Stay compliant with

SCOPE of APPOINTMENT

- Complete, add or upload SOAs

- Store SOAs safely online
  (even if an enrollment does not take place)

- Text, Email or use Voice Signature to sign SOA

Shopping Link (Personalized URL)

- Drive seniors to YOUR web site to shop and enroll (self-serve)

- Add YOUR link to your email signature/social media

- Receive email confirmation of every enrollment

- Book of Business automatically updated

- YOUR commissions securely tied to every enrollment

- Use the same new PURL every year in your marketing materials – it will not change.

**TEXT and EMAIL
to ENROLL**

Therapeutic Drug Alternatives

- Available to Agents and Beneficiaries during Shopping

- Go beyond generic alternatives and search for Brand-to-Brand options

- See savings in real-time by switching to alternatives

CONNECTURE
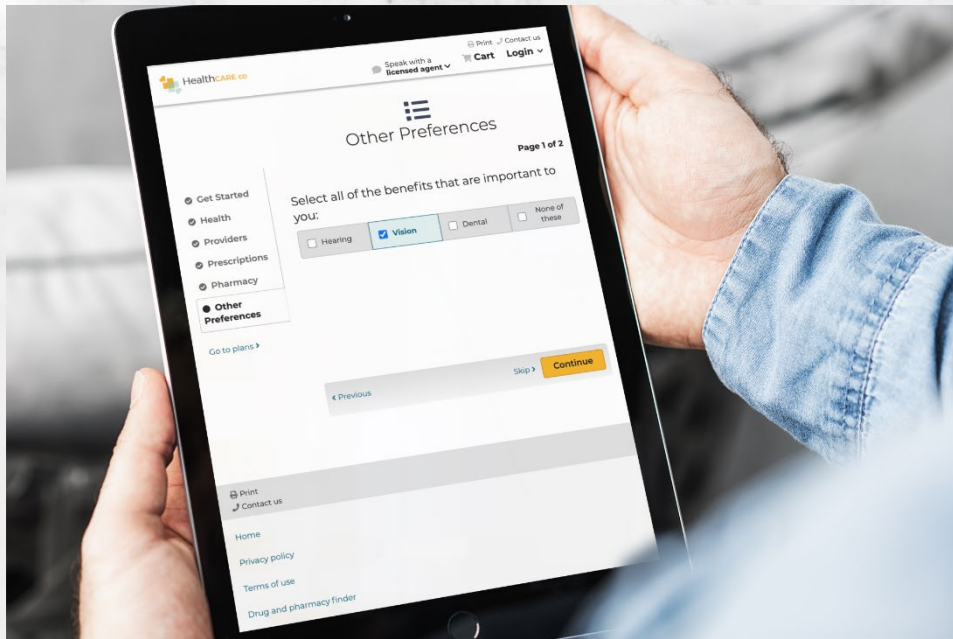DRX
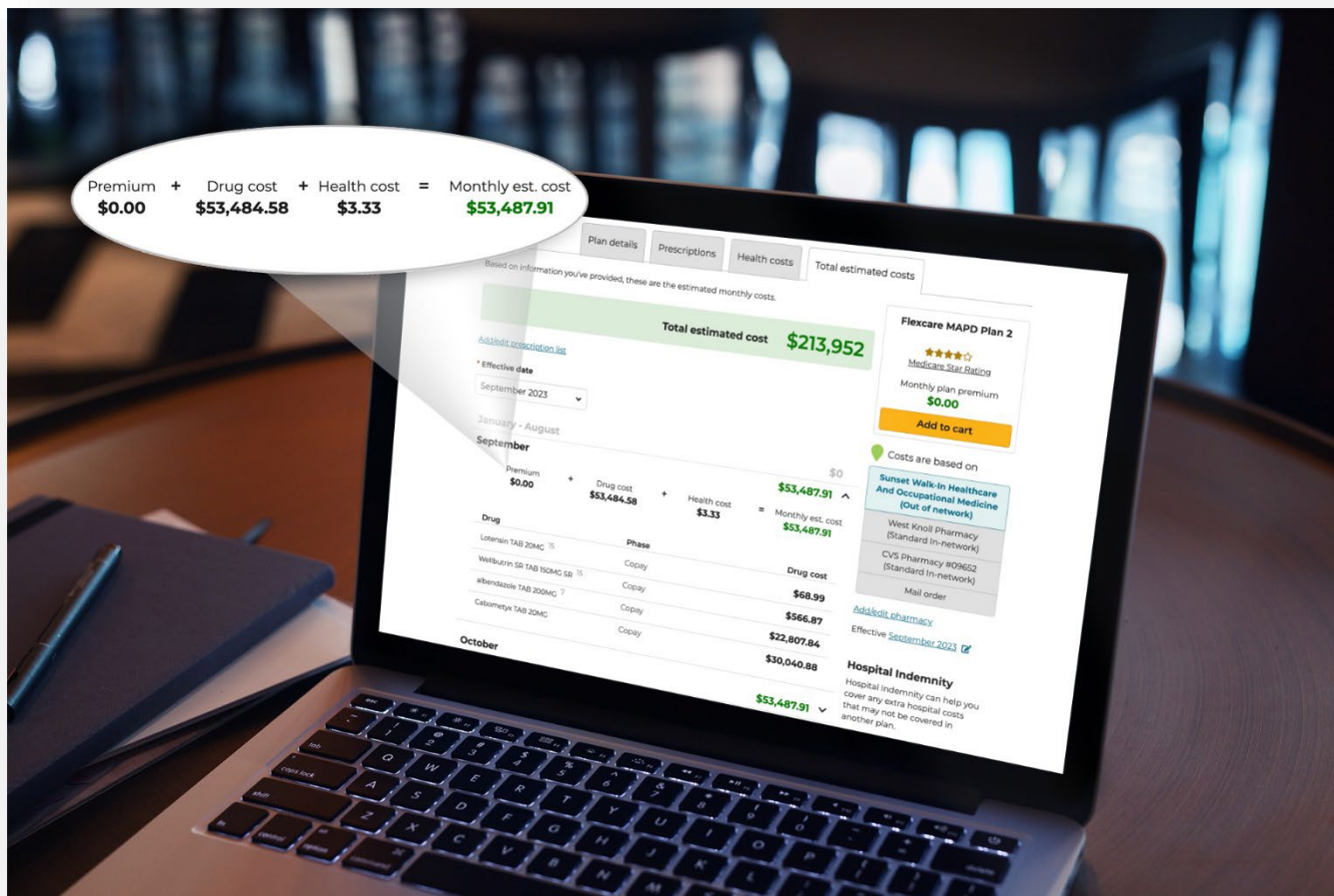
Total Cost Estimates
Costs are broken out in detail

Total Cost Estimate is a digital tool highly preferred by agents.

- TOTAL Cost Estimate (health + drug)
- Cost further broken down by **health, drug, drug phase, pharmacy, effective date, month**, etc.

Using PREFERENCES

Provide a more PERSONALIZED Member Experience
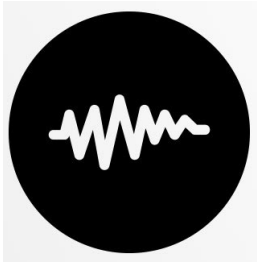

Preferences ⌃

Get Started   Edit
Extra help: No, I am not eligible for special assistance

Health   Edit
- Generally healthy
- 65-69

Providers   Edit
- Dr. Henry Yamp... (PCP)
- 90210 Surgery ...
- Richard K Mettel

Prescriptions   Edit
gabapentin CAP...
Lotensin TAB 20MG

Pharmacy   Edit
Sunset Walk-In... (primary)
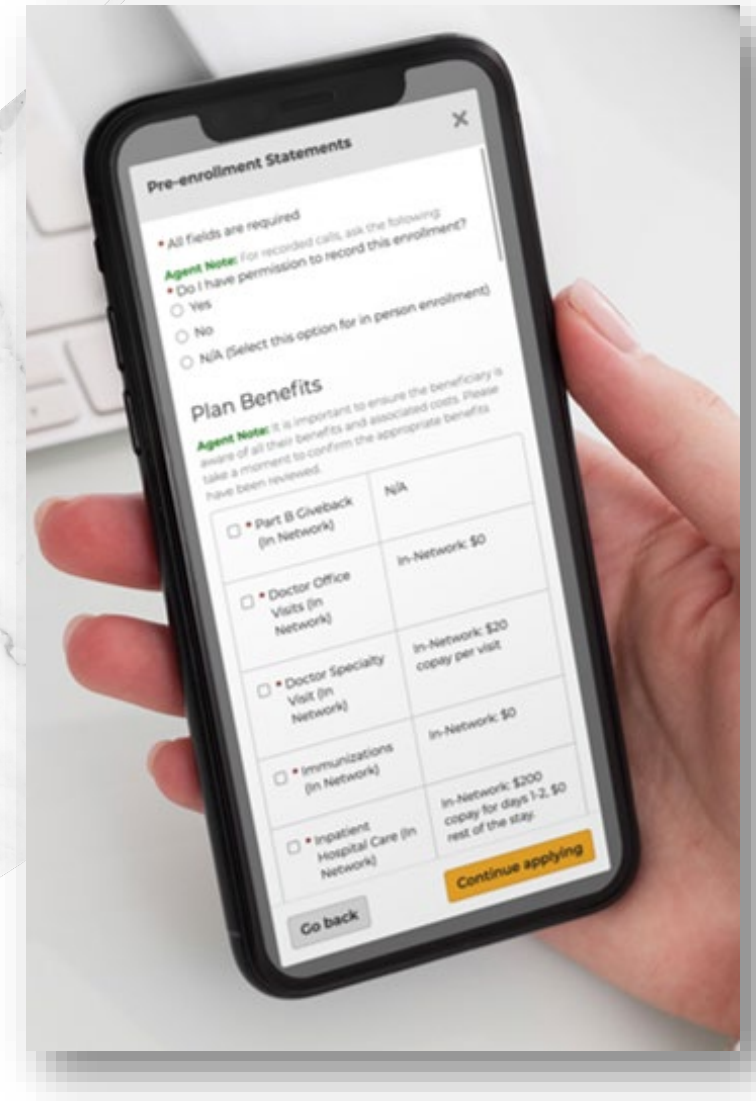
Other Preferences
Add ⊕
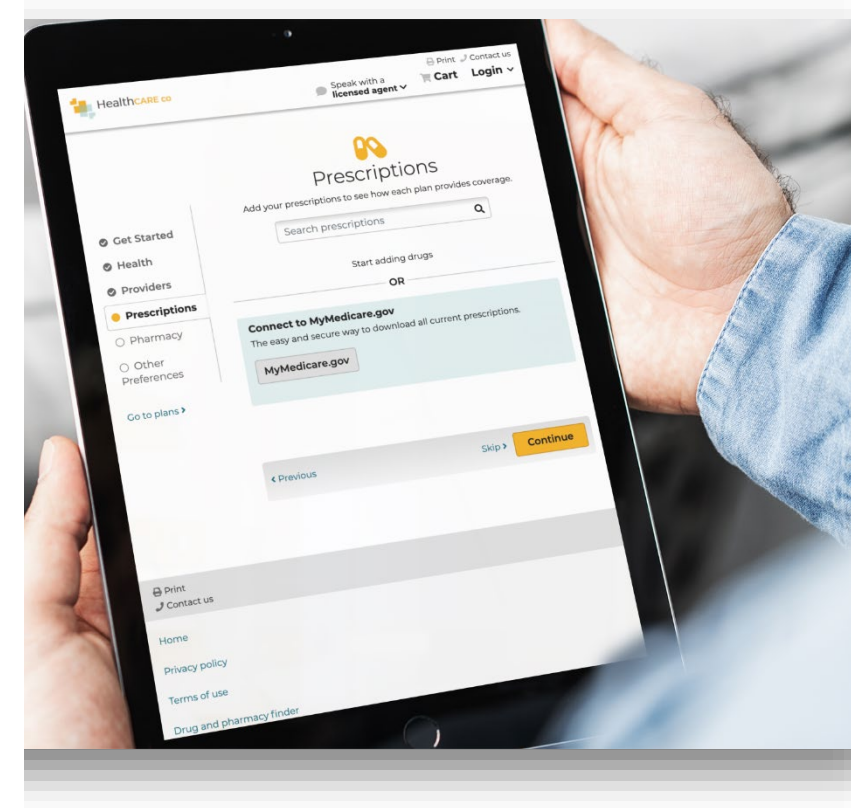
Select voice signature.

Read script.

Collect voice signature.

**Voice Signature
for Scope of Appointment and Enrollment**
Collect a voice signature for both the SOA and Enrollment when working with a beneficiary on the phone.

CONNECTURE DRX

Updates Supporting 2024 CMS Guidelines

- **Medicare organizations and plans agent is licensed to sell** <u>displayed</u> on beneficiary PROFILE page and PLAN LIST page.

- **SCOPE of APPOINTMENT** page

  - Reminder of 48-hour requirement <u>displayed</u>

  - Section within SOA allows <u>agents to explain</u> if and why they did not complete an SOA 48 hours in advance