

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

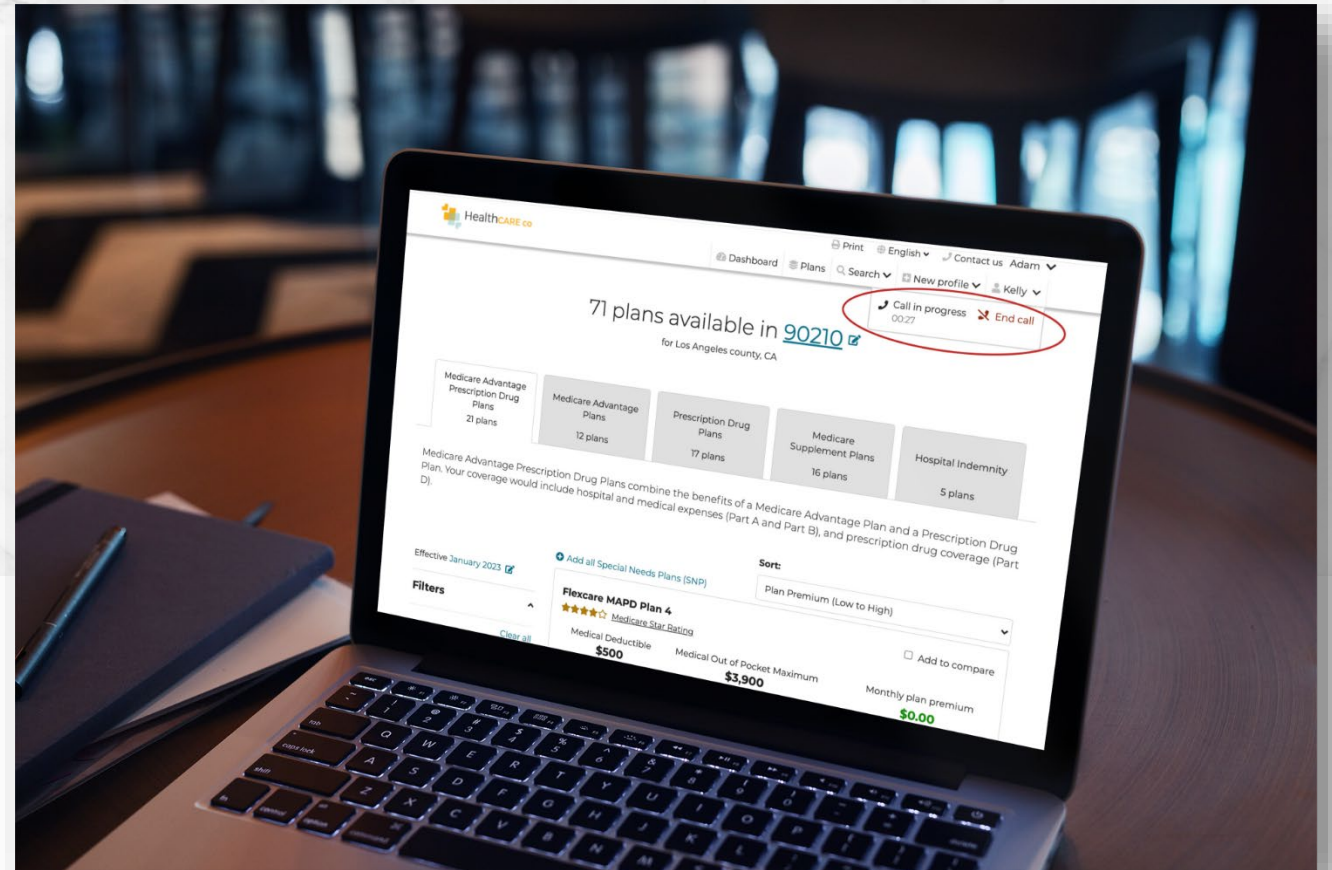

PlanCompare


Agent Call Recording for Field Agents

Stay Compliant:

- Shopping
- Plan Comparisons
- SOA
- Enrollment

Recordings are stored for easy access at any time.

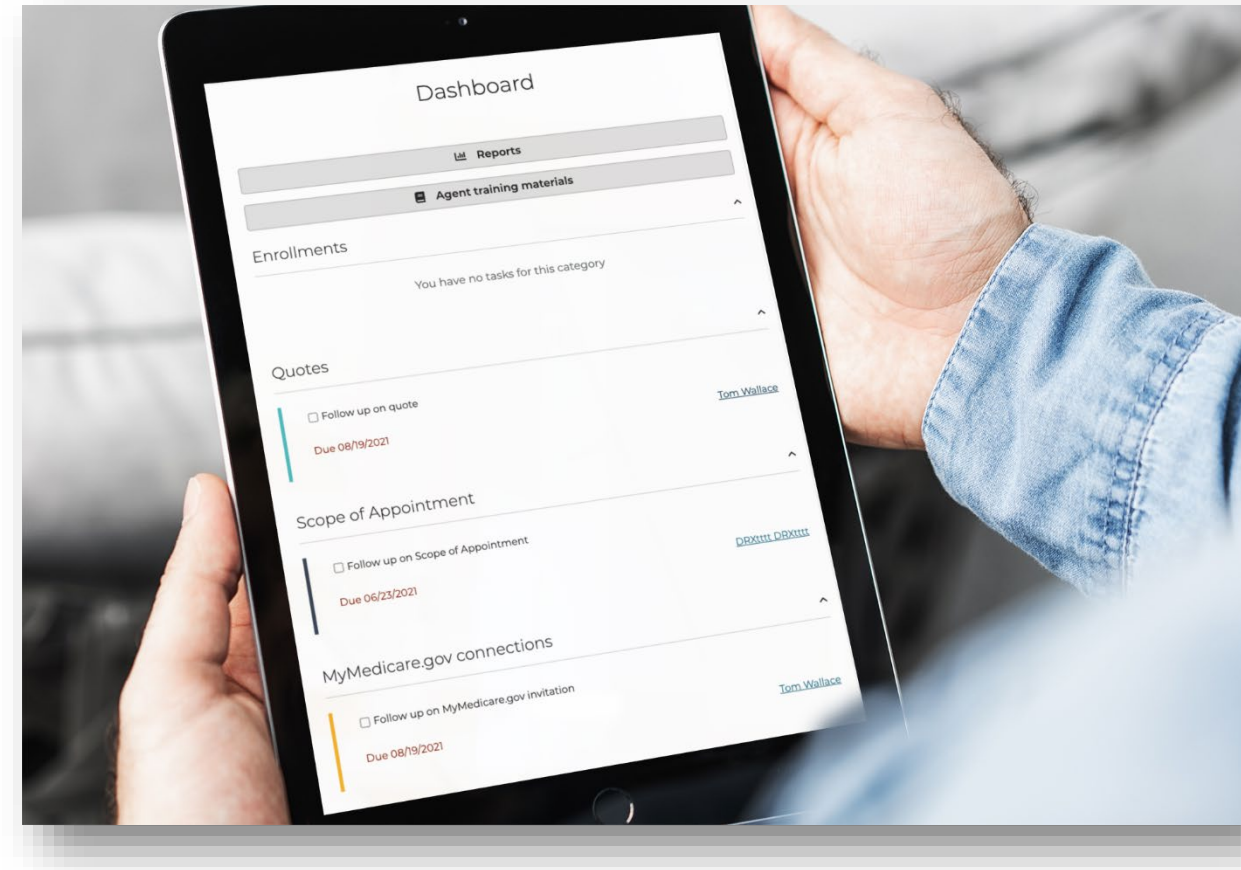


Agent Dashboard

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



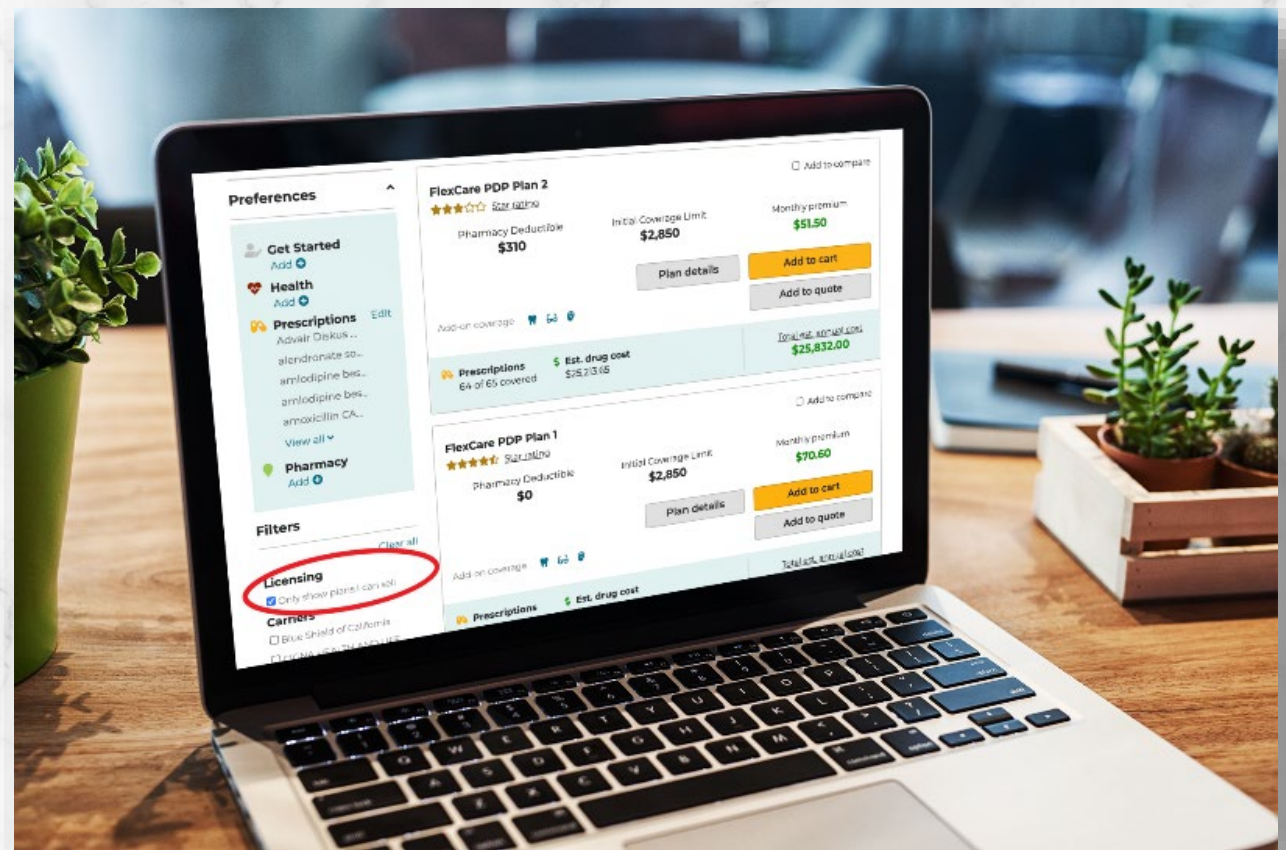
ALL PLANS View

See all available plans by zip code

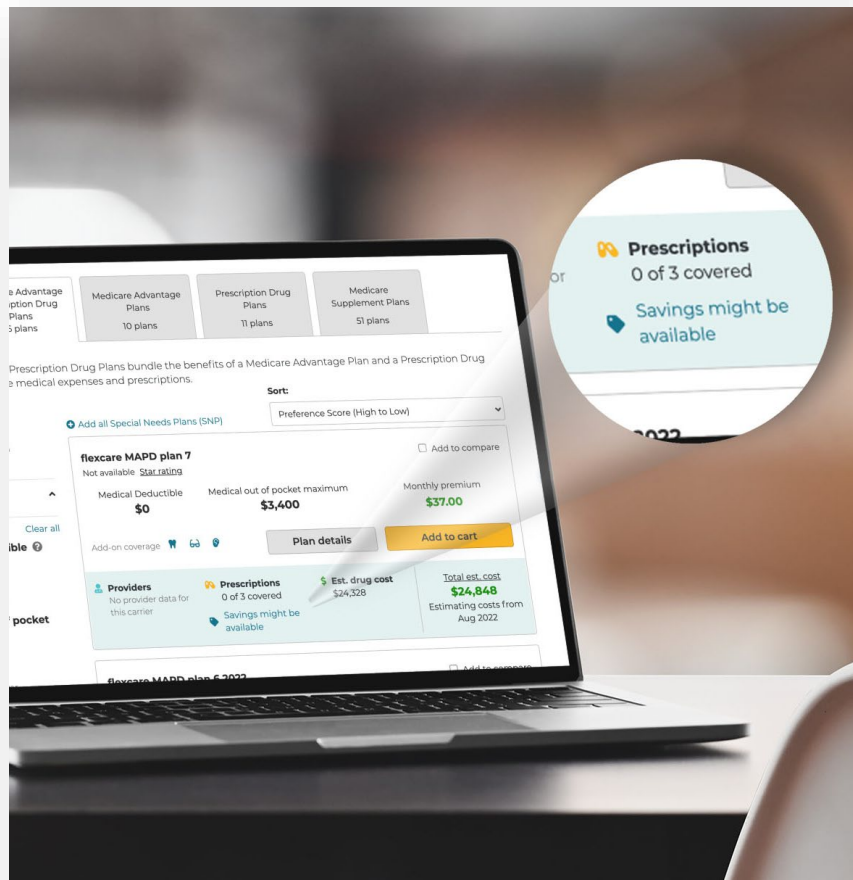
Filter by...

- Plans licensed to sell
- SNP plans

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

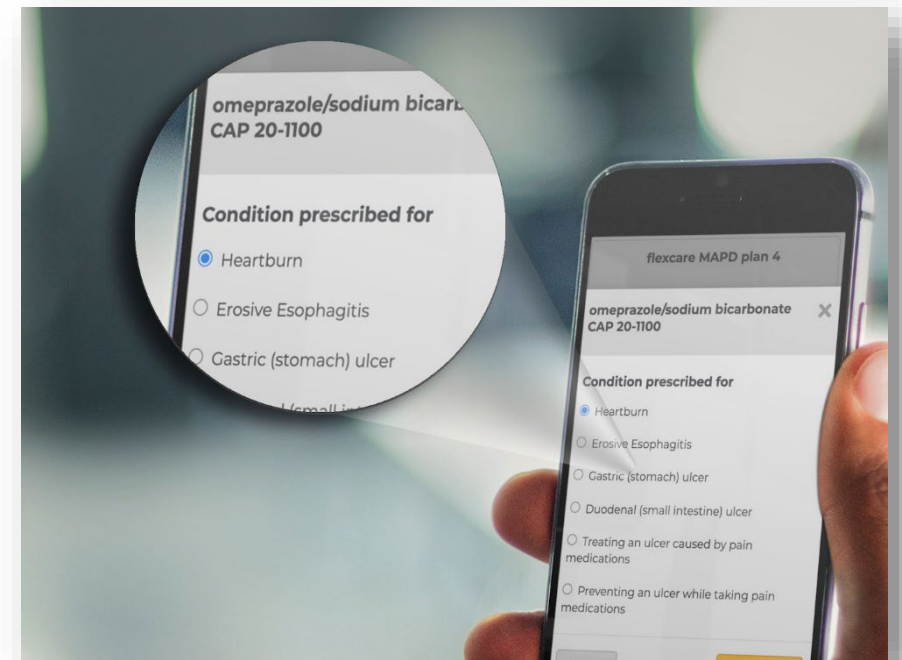


ALTERNATIVES for Off-Formulary Drugs



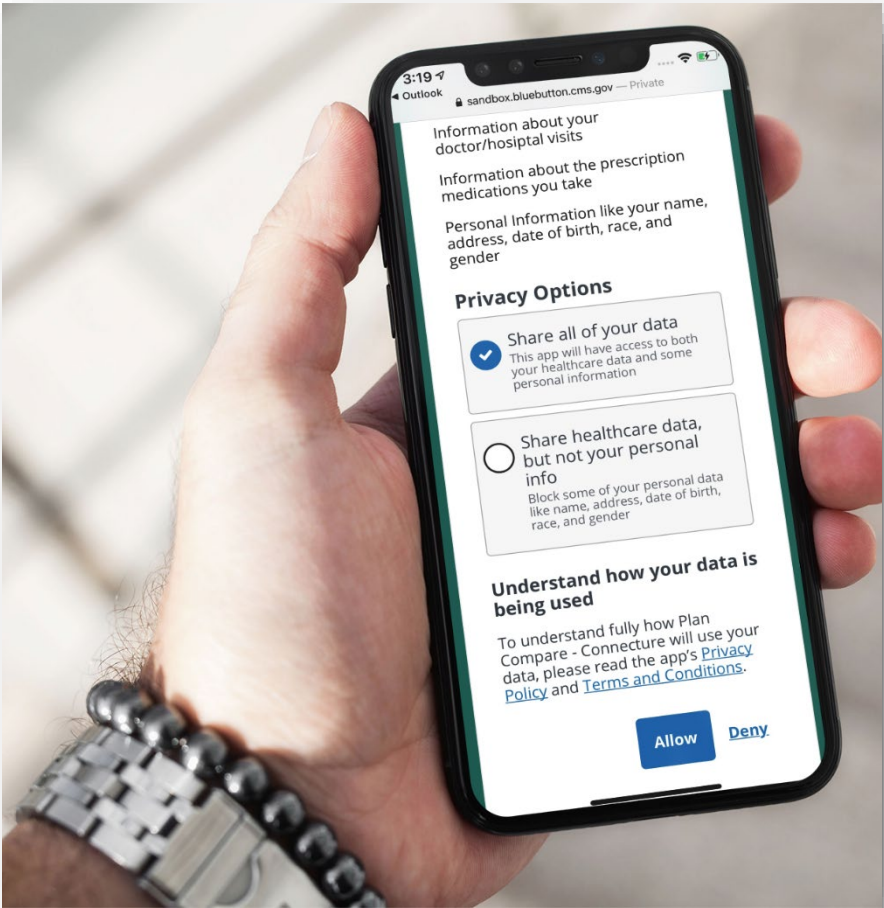
See if **DRUG NOT covered** has covered alternatives

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.**

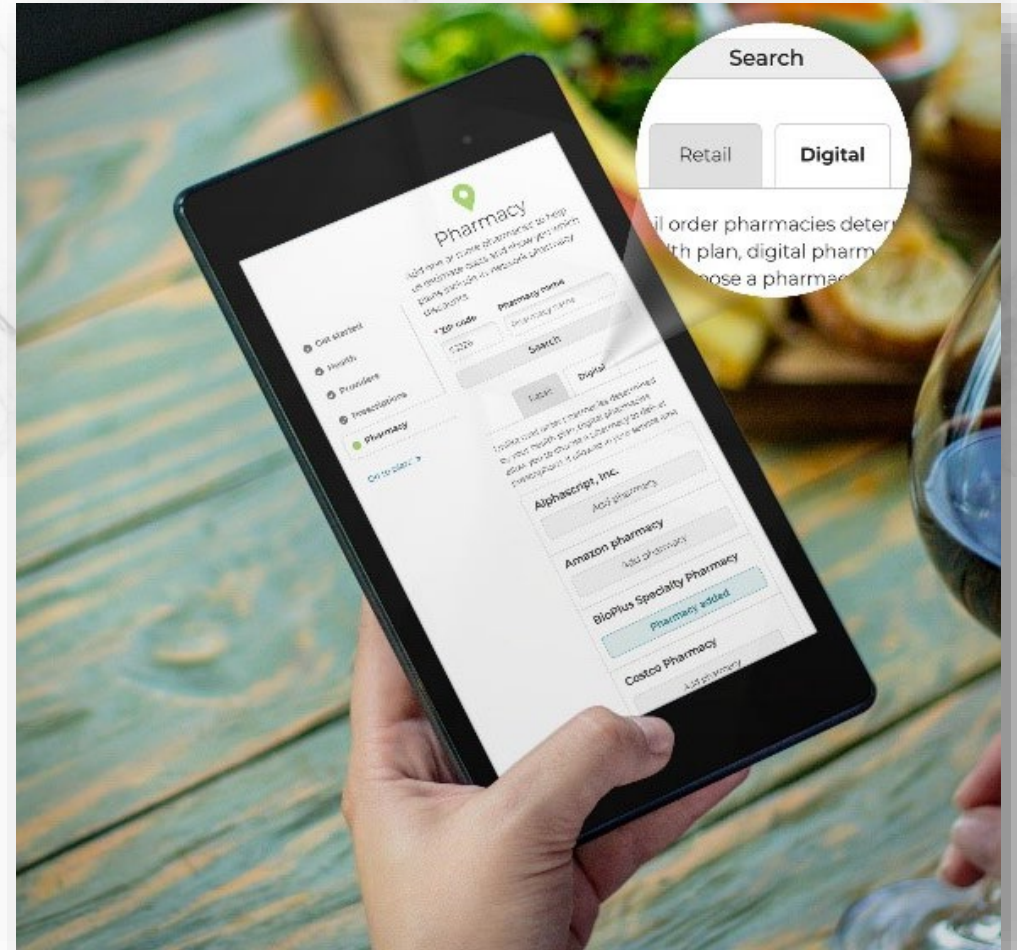
Digital Pharmacy and More

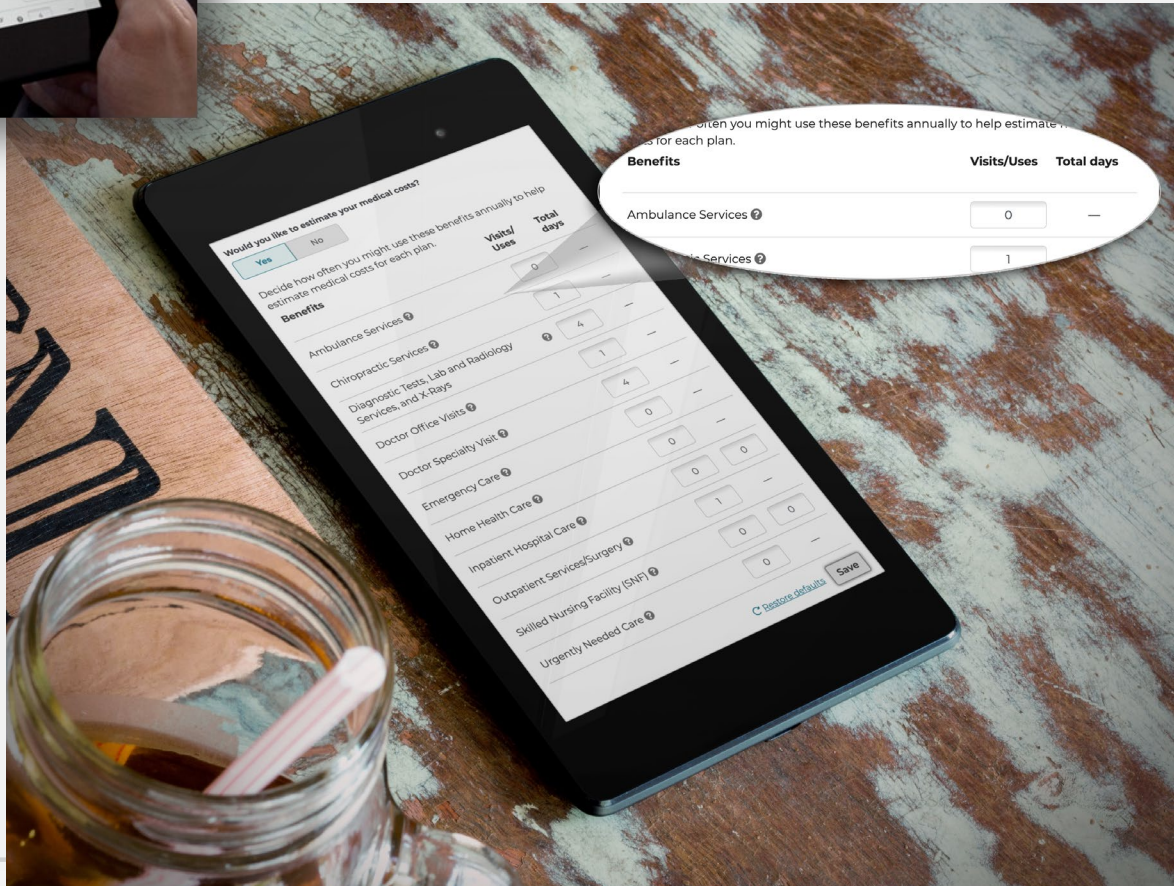
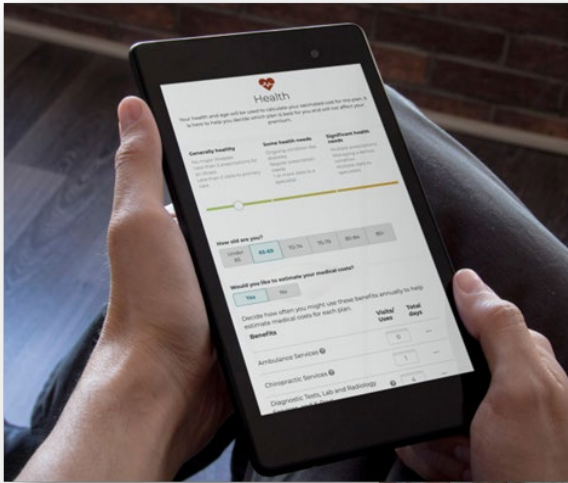
Digital, Retail and Mail Order

*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.





HEALTH COST Personalization *based on utilization of benefits*

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

Application submitted

Your application has been submitted and is pending approval. This confirmation is not proof of membership.

Email Print

What to expect

- You will be notified when your application is accepted and your coverage is effective.
- You should receive your insurance card within 7 to 10 business days.
- If you have an email address on file, we will send copy of your application submission.

Next steps

Please complete the plan's optional Health Risk Assessment to gather more information about your health so they may provide health improvement suggestions.

[Complete Health Risk Assessment](#)

DRX Demo

123 Main Street Los Angeles, CA 90010
8:00 a.m. to 8:00 p.m. Member time
(800) 123-4567 TTY 711
<https://www.connecture.com>

Your pending coverage

Medicare Advantage Prescripti



Flexcare MAPD Plan

Monthly plan premium
\$0.00

Demo

Street Chicago, IL 60606

Total monthly plan premium **\$0.00**

[Shop for someone else](#)

What's Next:

This confirmation number can be used to help track the online enrollment, but it is not proof of membership. Please wait at least 10 days before calling the plan to ask about the status of your enrollment. Please keep this information in case

Application details

Member name

Kelly Wallace

Member address

123 N Elm Dr Beverly Hills, CA 90210

Submitted on

October 4, 2022

Confirmation number

33351976634M

[View application](#)

Next steps

Please complete the plan's optional Health Risk Assessment to gather more information about your health so they may provide health i

[Complete Health Risk Assessment](#)

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



Save

Eligibility

MBI [Show](#)

Hospital (Part A) effective date Month Year

Medical (Part B) effective date Month Year

[Add/Edit subsidy](#)

Check eligibility

Quote history

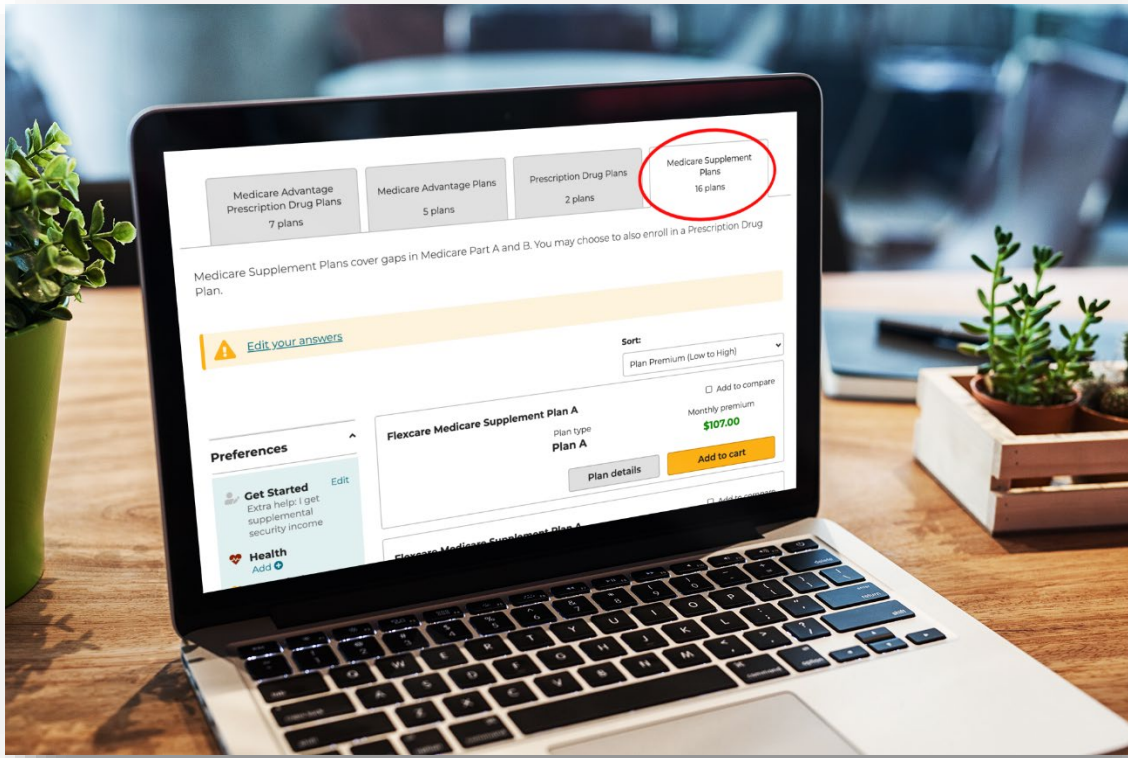
You have no quotes for this beneficiary

Enrollment History

You have no enrollments for this beneficiary

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

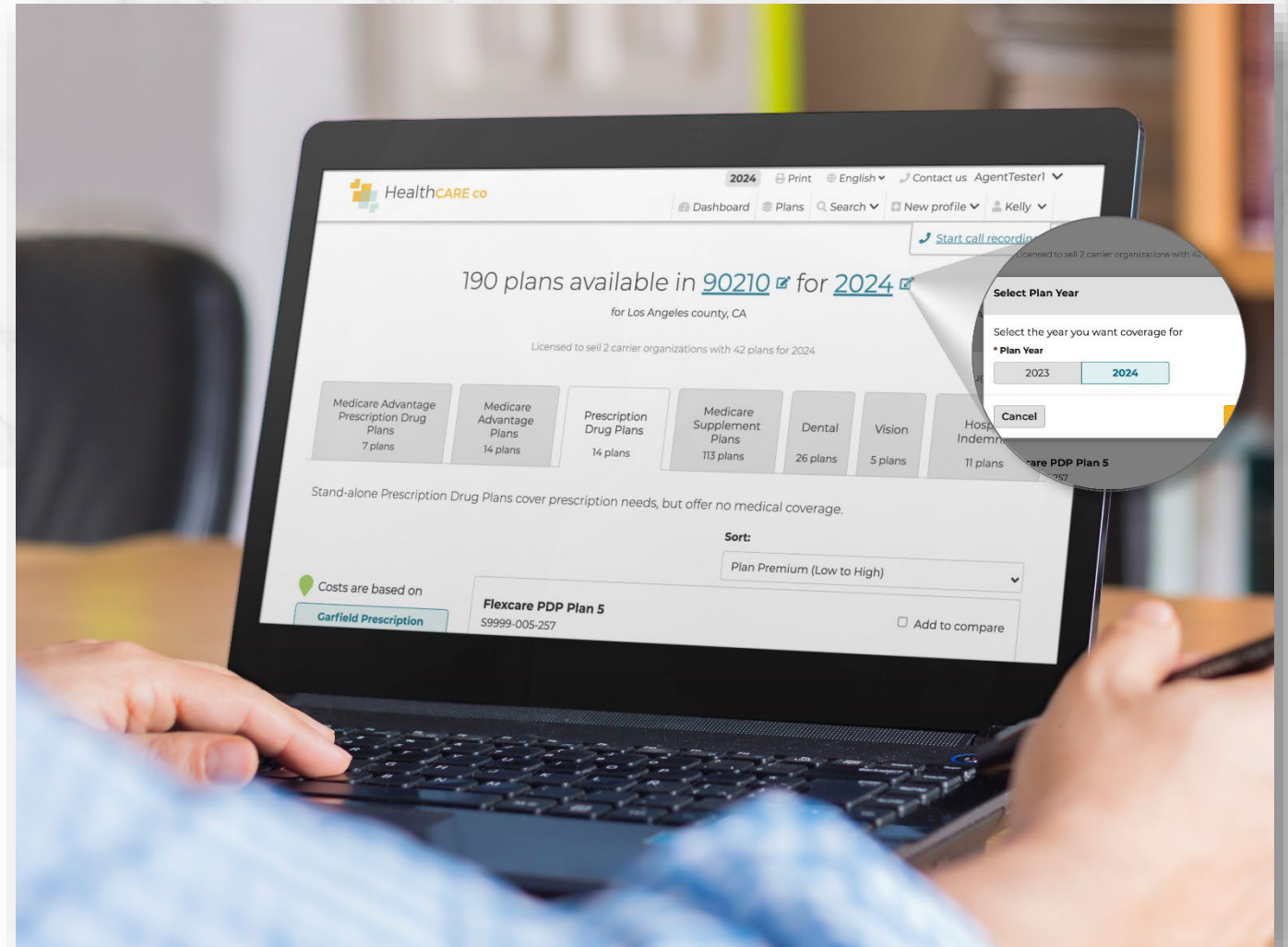


Add a plan to the shopping cart to start an application

Multi-Year Plan View

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

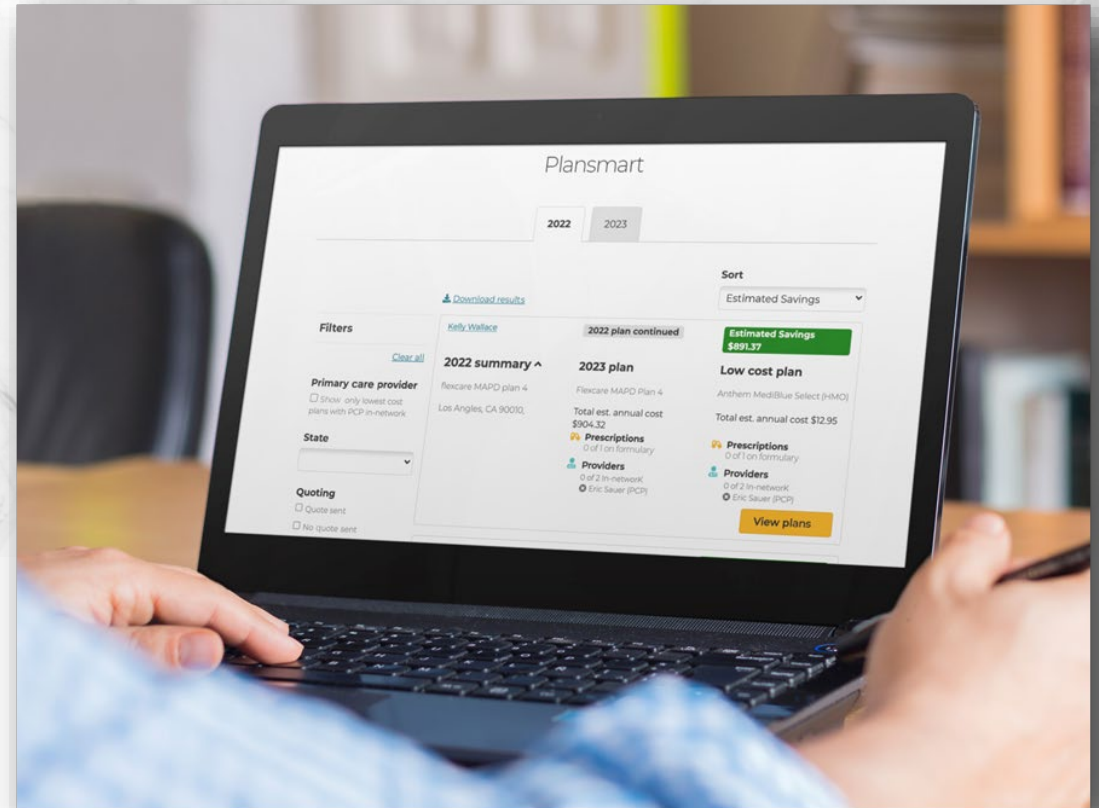
Shop and access enrollment history and quoting from ONE URL



Plansmart Analytics*

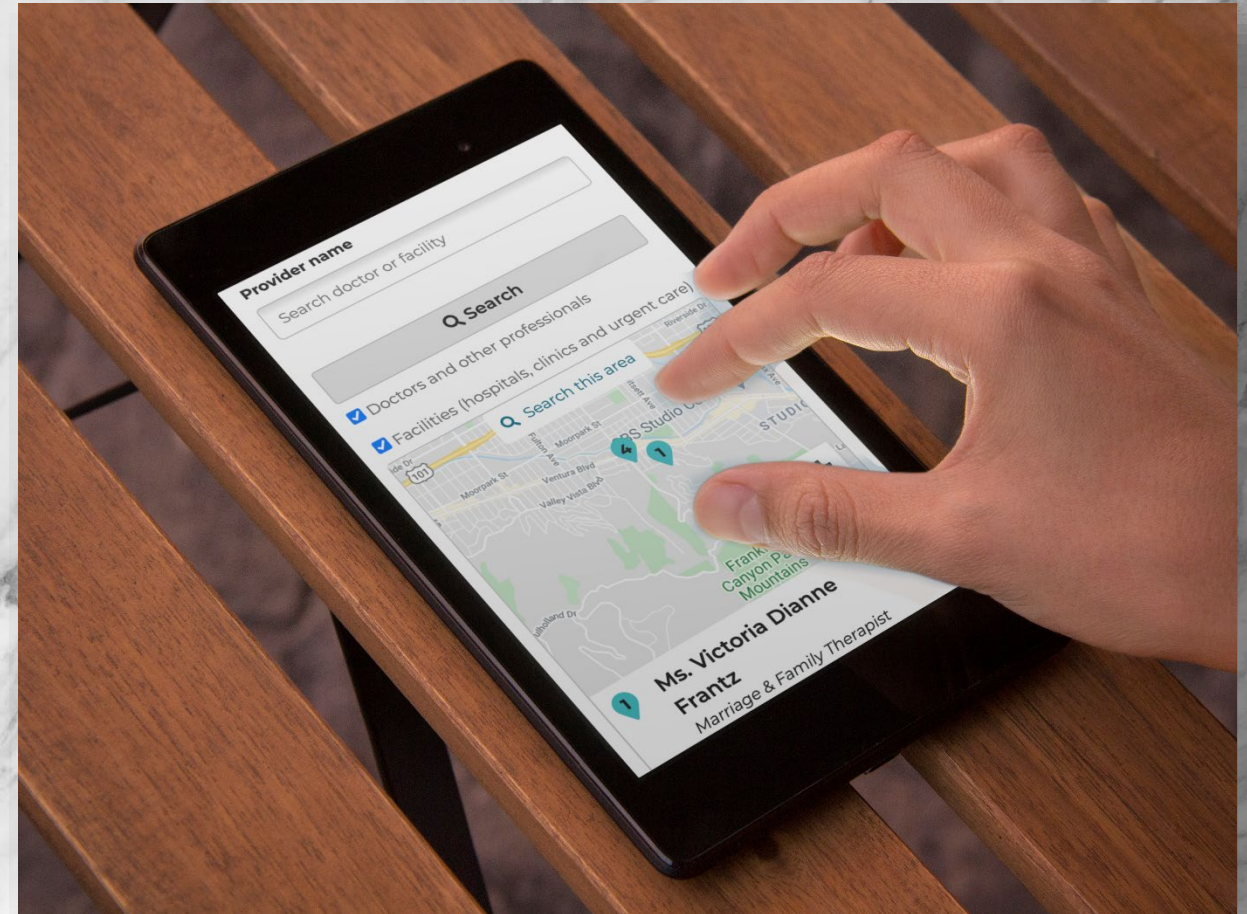
Identify at-risk members who may be impacted by plan changes

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

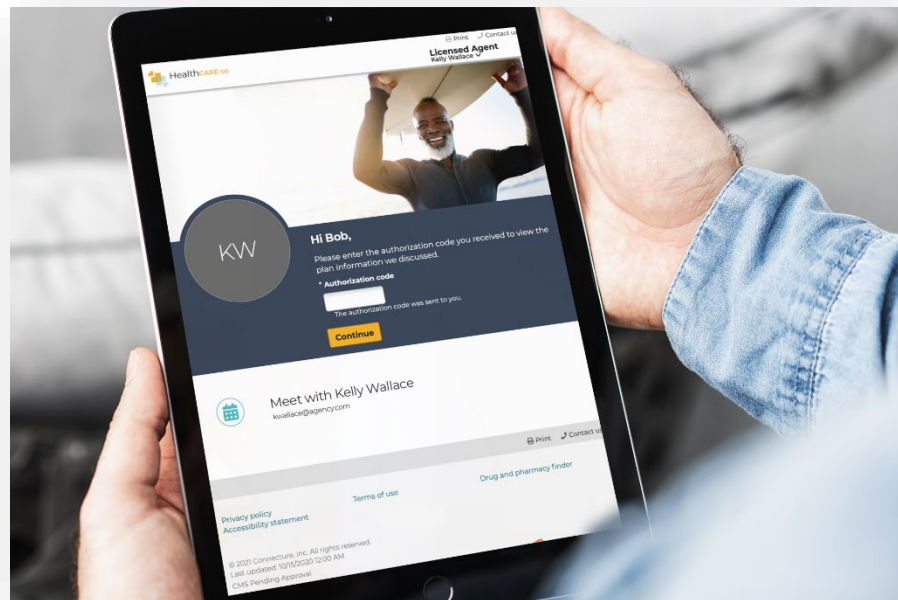


- Visual Search with Map
- General practice filter
- Specialist Call Outs
- Value-Based Care Providers

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.



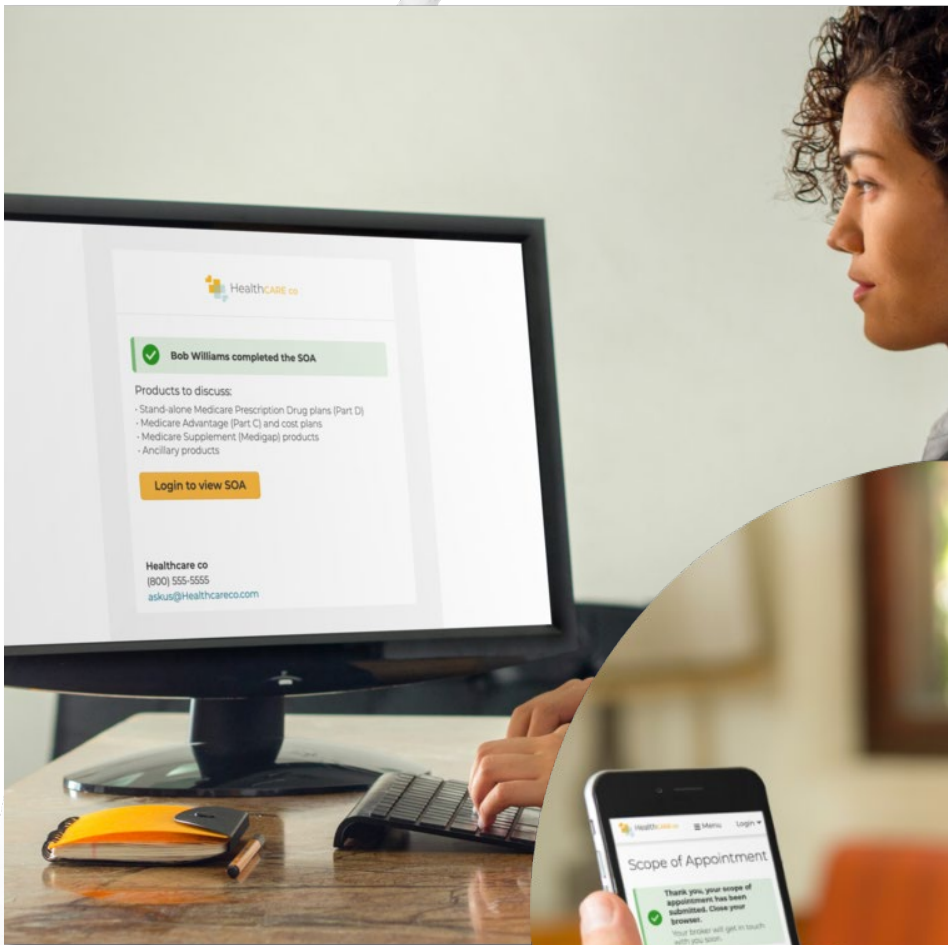
Quick Quote

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



9:22 9:22 9:22
ipccproductdefault1.destinationrx.com — Private
HealthCARE co Menu Login

Confirmation

i Your application has been submitted and is pending approval. This confirmation is not proof of membership.

[Email](#) [Print](#)

What to expect

- We sent a copy of your confirmation to your email address.
- You will be notified when your application is accepted and your coverage is effective.
- Your new insurance cards will be sent to you within 7 business days.

Application details

Applicant Name
Applicant Address
Submitted on
Confirmation number



Therapeutic Drug Alternatives

[← Previous](#)

Flexcare MAPD Plan 2

Provider information contained in this directory is subject to change. Please check with the provider to confirm participation in a carrier's network.

Plan details | Prescriptions | Health costs | Total estimated costs

[← Go to prescriptions](#)

Alternatives for Lotensin

This page displays lower-cost medications that may be appropriate alternatives to the selected medication. If you would like to switch to an alternative medication, please review this with your physician to obtain a new prescription.

Lotensin TAB 20MG¹⁵
30 tablets per month
Brand
Retail Cost **\$69.29**

9 Lotensin alternatives for High Blood Pressure

Preferred Generic

benazepril hcl TAB 20MG⁷
30 tablets per month
Generic

Retail cost	Retail Cost [Ⓢ]	Before Gap [Ⓢ]	During Gap [Ⓢ]	After Gap [Ⓢ]
	\$3.30	\$3.00	\$3.00	\$3.30

Restrictions: PA No QL No ST No

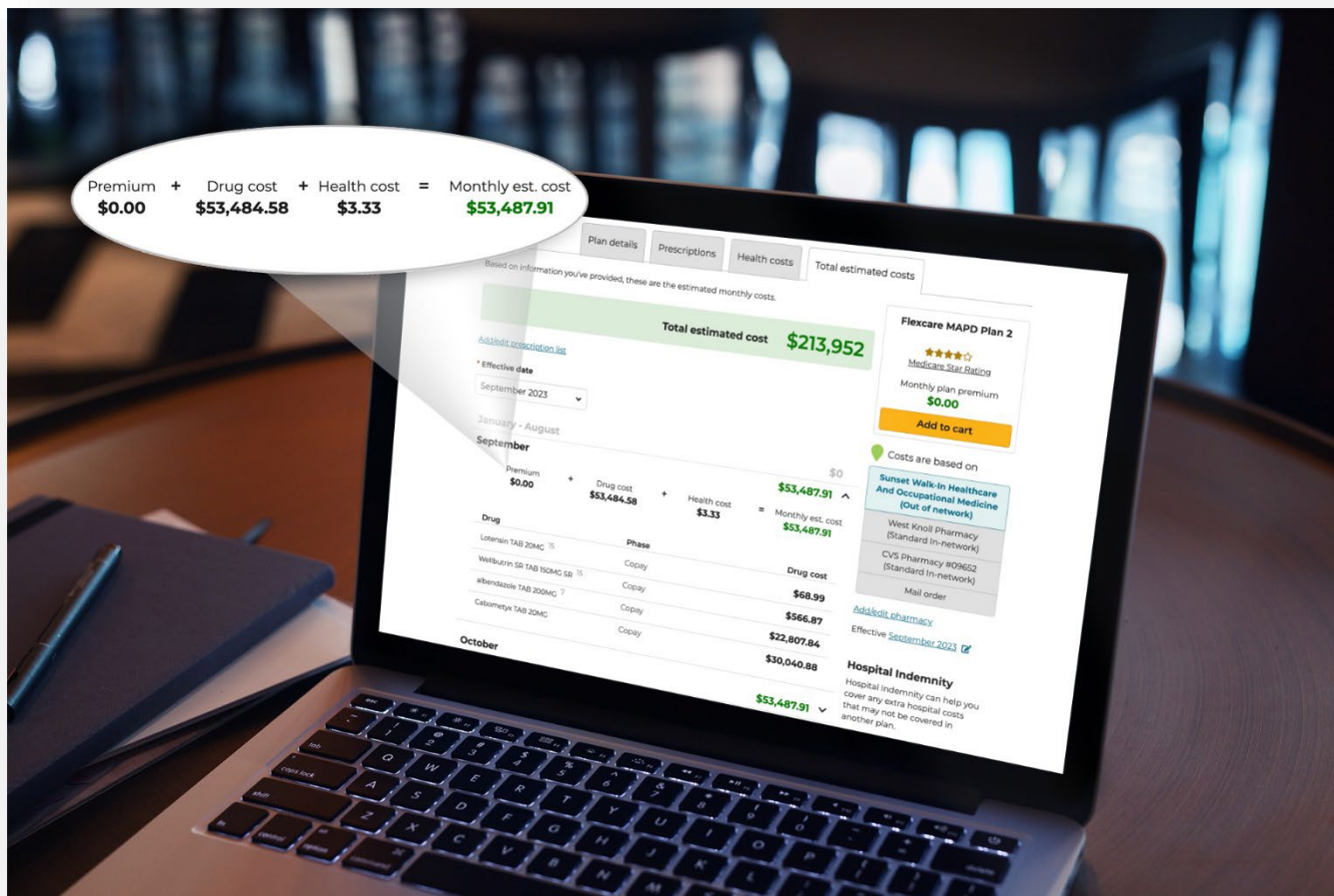
lisinopril TAB 20MG
30 tablets per month

Flexcare MAPD Plan 2
★★★★☆
[Medicare Star Rating](#)
Monthly plan premium **\$0.00**
Add to cart

Effective [August 2023](#)

Hospital Indemnity
Hospital Indemnity can help you cover any extra hospital costs that may not be covered in another plan.
Add more coverage

- 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



Total Cost Estimates

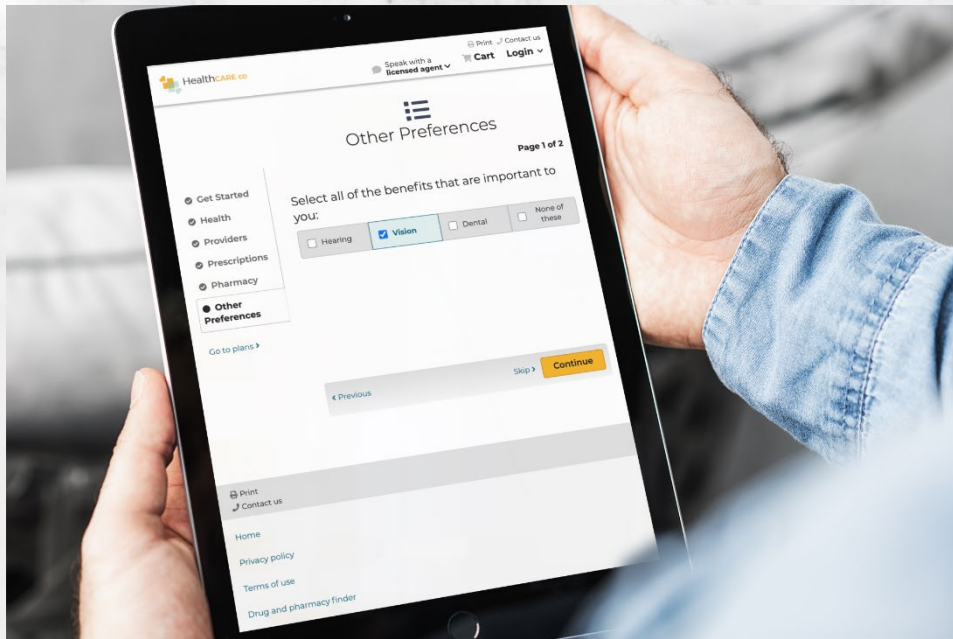
Costs are broken out in detail

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.

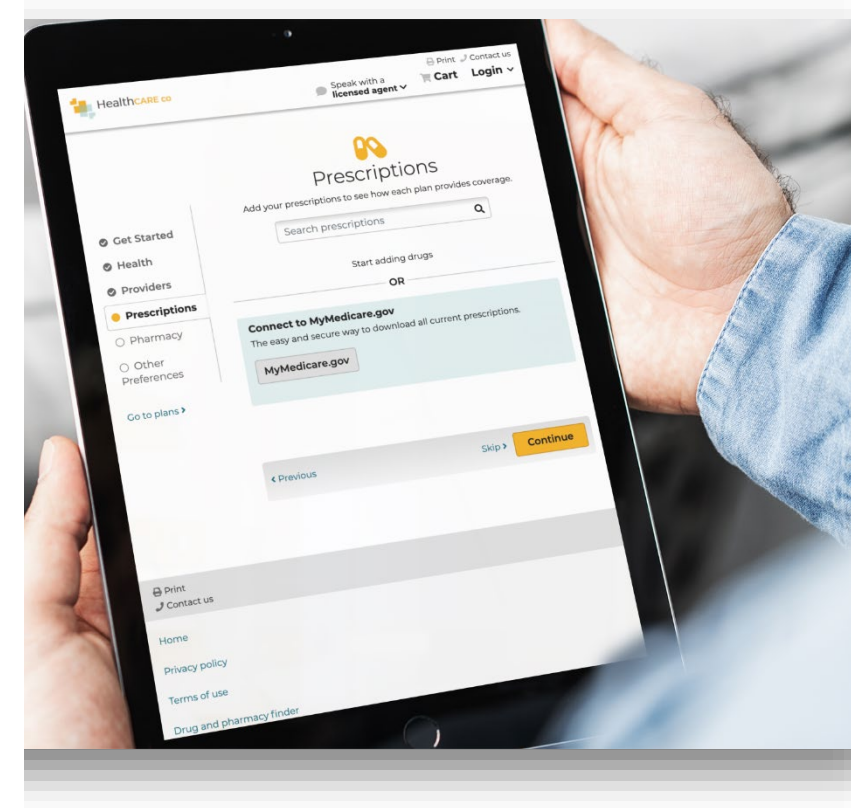
Using PREFERENCES

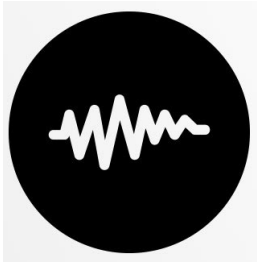
Provide a more PERSONALIZED Member Experience



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 +](#)



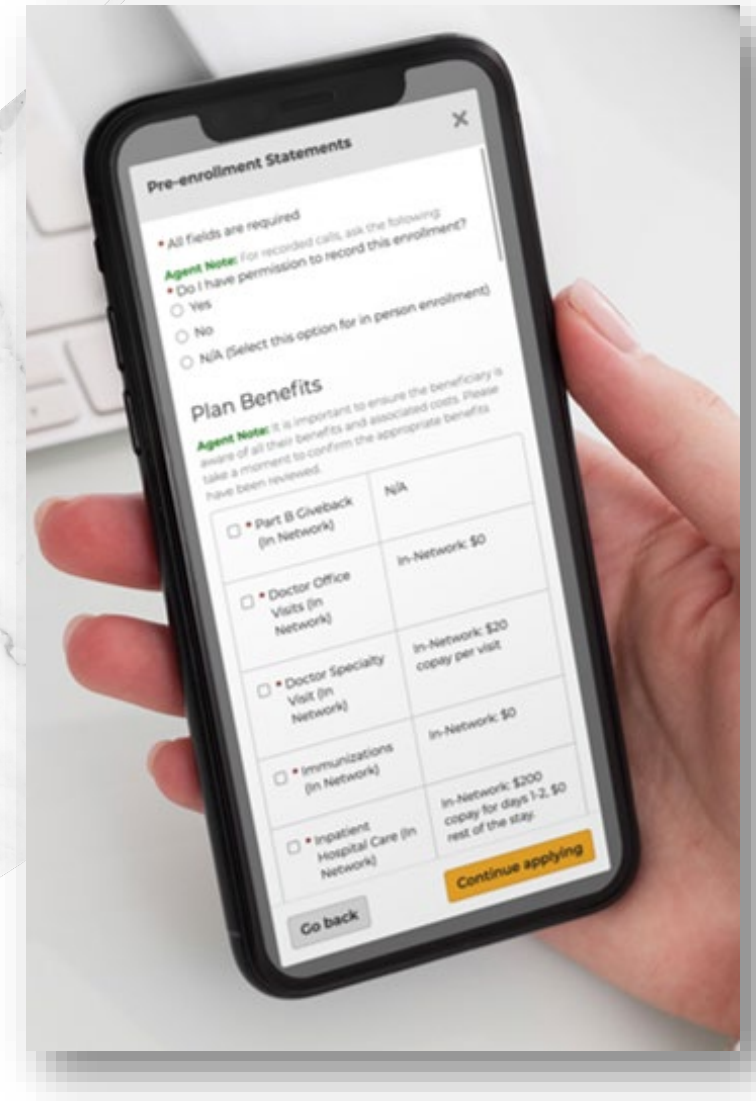


Select voice signature.

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.



Updates Supporting 2024 CMS Guidelines



- Medicare organizations and plans agent is **licensed to sell** displayed on beneficiary PROFILE page and PLAN LIST page.
- **SCOPE of APPOINTMENT** page
 - Reminder of 48-hour requirement displayed
 - Section within SOA allows agents to explain if and why they did not complete an SOA 48 hours in advance