

FAQs

October 2024

PlanCompare Edge is now available for INDIVIDUAL AGENTS for AEP 2025. Here are some frequently asked questions and answers.

Subscription, Seat Availability, Contact Info

Q. How do I sign up for PlanCompare Edge for Agents?

A. Visit connecture.com/agents and click on **SUBSCRIBE NOW**. You will be asked to provide basic contact information, along with your NPN number. After agreeing to “Terms of Service” you will be directed to the PlanCompare Edge for Agents platform to complete sign up. Next, you will receive a confirmation email with your temporary password and URL to access the site.

Q. How much does PlanCompare Edge for Agents Cost?

A. \$100 per agent/per month, billed monthly, quarterly, or annually, with a one-year MINIMUM commitment. Please note that optional integrations on this platform require a separate license and are charged by our partners directly. (Details in a subsequent FAQ). Note: if you click on the button to cancel (either intentionally or by accident), you’ll have 30 days to reactivate your subscription before you are locked out of the system. If payment lapses, you’ll receive an email regarding this with a date as to when your account will be inactive.

Q. Who can I contact if I have registration problems or questions once I’m signed up?

A. Please reach out to our PlanCompare Edge Customer Success Team at PCEAgentHelp@connecture.com.

Carriers

Q. How do I find out which carriers are available on the platform?

A. Our carrier list is available on our dedicated page at connecture.com/plancompare-edge-agents-carrier-inventory. This list is updated on an ongoing basis.

FAQs

- Q. Is the carrier inventory for PlanCompare Edge for Agents different than on other ConnectureDRX platforms?**
- A.** Yes. It is important to understand how this carrier inventory is unique to the PlanCompare Edge for Agents solution.

Selling permissions/plan access on PlanCompare Edge for Agents works differently than on other ConnectureDRX platforms. This carrier inventory is **UNIQUE** to PlanCompare Edge for Agents, regardless of your carrier permissions on any other ConnectureDRX platform you have used previously. (This list is updated on an ongoing basis).

Shop and View all Plans

- These carriers are **NOT** yet contracted to be on PlanCompare Edge for Agents for quote/enroll but you can see their plans
- Selling permissions will **NOT** appear for carriers under Shop and View plans, even if you have these permissions on other ConnectureDRX platforms via your FMO upline

Quote and Enroll

- These carriers are fully contracted with ConnectureDRX to shop, quote and enroll on PlanCompare Edge for Agents

✓* Quote and Enroll

- Carriers marked with an asterisk are being onboarded, and selling permissions will be available once onboarding is complete

Adding Options – RetireFlo and AgencyBloc

RetireFlo and AgencyBloc are important options (at additional cost) you may choose to use via PlanCompare Edge for Agents. Data from each of these integrations will sync back to your beneficiary profiles for an enhanced agent/beneficiary experience.

- Q. Can I sign up or access my RetireFlo account through PlanCompare Edge for Agents?**
- A.** Agents can sign up for RetireFlo directly on PlanCompare Edge for Agents. By clicking a signup button on your account overview page, you will be directed to RetireFlo where you will complete enrollment and pay directly with them.
- Q. How much does RetireFlo cost on the PlanCompare Edge for Agents platform?**
- A.** \$59.99/per month billed monthly or annually by RetireFlo. Note this is a separate license and the fee is not included in the PlanCompare ONE for Agents subscription fee.

FAQs

- Q. I already have a RetireFlo account but want to incorporate it with PlanCompare Edge for Agents?**
- A. Please reach out to RetireFlo at team@retireflo.com to handle. Please also contact RetireFlo with any questions regarding their survey.
- Q. I have an AgencyBloc account, what data will sync back to PlanCompare Edge for Agents?**
- A. Initially you will see name, address and demographic information. Soon, this sync will include drugs, pharmacies and providers.
- Q. I don't currently have an AgencyBloc account but would like to sign up so I can ensure my beneficiaries have a personalized shopping and enrollment experience via PlanCompare Edge for Agents. What should I do next?**
- A. Please visit agencybloc.com to connect with them directly regarding their solutions and to sign up.

Data and Upline Relationships

- Q. Can an agent continue to work with their upline, and have a subscription to PlanCompare Edge for Agents?**
- A. Individual agents can subscribe to PlanCompare Edge for Agents while continuing to work with upline FMOs. As a technology company, ConnectureDRX is FMO agnostic and does not compete with any uplines, which provide additional services like training, education and licensing. We encourage agents to work with their uplines in growing their business.

Agencies with Multiple Agents

- Q. I have an agency with more than one agent and would like ADMIN capabilities to support my business? Is PlanCompare Edge for Agents the right fit?**
- A. PlanCompare Edge is available for AGENCIES with multiple agents. Our agency platform is a separate site instance with additional capabilities. Please contact marketing@connecture.com or visit connecture.com/contact us to set up a demo and discuss with our Sales team.