



Frequently Asked Questions

1. Can I change my username?

Your username will always be your National Producer Number. If you entered an incorrect National Producer Number at the time of registration, please contact info@enrollyourclients.com. At the time of registration, you will receive a confirmation email with your credentials, at this time – please be sure to verify your NPN is accurate. EYC will check every agent’s request for access through the National Insurance Producer Registry to help validate licensing status.

2. How do I reset my password?

Once your account has been activated, you will be prompted to change your password from the initial password you received through your confirmation email.

3. What if one of my state(s)/appointment(s) is not showing up in my agent profile?

You can send any missing appointment or state activation to your representative, or via email to info@enrollyourclients.com

4. If I send a quick quote to a client, how will the enrollment be attached to me?

An automatic code is generated with each quick quote you email to your client. If the beneficiary chooses to enroll during the quote review, your unique code will be attached to the enrollment ensuring you’ve been recognized as the Agent of Record. After the enrollment is submitted, you will see the enrollment on your EYC Portal.

5. How do I add an Authorized Representative to the enrollment?

If you are dealing directly with an Authorized Representative, you will answer “Yes” to the question during the profile set up for the consumer. You can add information about the representative in this section and move forward with the enrollment process.

6. **Can I set a reminder to contact a beneficiary at a later time?**

Your EYC Portal can create tasks and add notes up to 450 characters and set due dates for “next day” or “5-days” as a custom date. Examples of possible tasks or notes to be used can include checking for a completed SOA, mail marketing materials to the consumers address, meeting date and location, or preferred nickname of consumer. Notes will appear on the Profile page for that consumer. A note for one consumer will not appear on any other profile.

7. **Is there a way I can track changes made for each enrollment or client?**

A feature available in the Notes section is “Automatic Note Tracking.” Some notes will be automatically generated for the agent. For example, any changes made to the consumer’s profile such as the consumer’s address will automatically create a note documenting the old address and new address.

8. **Can I show my clients when they will hit the ‘donut hole’?**

After clicking on “View Plan Details” for the plan that the consumer is asking about, click the “See Estimates by Month” button for Total Estimated Costs. You will see the monthly costs and whether or not the beneficiary will hit the ‘donut hole.’ The quickest way to check is on the bar graph to determine if the coverage gap appears in the chart.

9. **Can I show my clients what their payments will be each month?**

A feature of your tool includes the ability to show your clients the monthly costs for a particular plan. You can show the client this information on the “View Plan Details” screen and “See Estimated Costs by Month.” Your clients will also see projected co-pays and other out-of-pocket expenses.

10. **Can I show a side-by-side comparison to my client?**

To compare multiple plans, click the checkbox where it says, “Check to Compare.” The plan will change colors once selected. Choose 2-3 plans total and click “Compare Now” or the “Compare up to 3 plans” button on top of the page.

11. **Can I change the location of the Pharmacy that pre-populates?**

If you entered a ZIP code on the Basic Information page, then a list of pharmacies will generate for that area. If you have not entered a location, you can do so on the “Add Pharmacy” page. Once a search is performed, you may change the location by clicking “Change Location” on the top right. Moving the map will repopulate the search. The

pharmacies will be listed by proximity to the location you entered. Click the checkbox on the right of the pharmacy if the beneficiary uses it, then click the 'X' on the top right. Uncheck the box or pick another pharmacy to change your selection.

12. What if my client qualifies for Low-Income Subsidy?

The Subsidy page is where a beneficiary can indicate whether they qualify for Low-Income Subsidy. If the beneficiary knows they are not eligible choose "I am not eligible for special assistance" and click Continue. Entering the beneficiary's subsidy level will automatically adjust subsidized drug and premium pricing.

13. What if my client uses the generic drug but does not know the generic name?

Entering a brand name drug will provide results for both the brand name drug and its corresponding generic form. This makes searching for generics easier than before!

If your question can't be answered on this FAQ sheet – please send an email to info@enrollyourclients.com for additional support.