

mProducer



## mProducer

mProducer is an application capture tool that is easy to use! It mirrors the paper application flow, allows you to upload supporting documentation from any page of the application (including paper and electronic SOAs), and auto-populates PCPs via search capabilities! You can even use the camera on your mobile device to capture images of the documentation.

There are several ways to access mProducer:

- Via the Anthem website > Producers tab > Producers Overview > > Tools for Producers > Broker Portal > mProducer
- Via Producer Toolbox - <https://brokerportal.anthem.com/apps/ptb/login>

## Registered Brokers Log in Here

Not signed up? [Register now](#) >

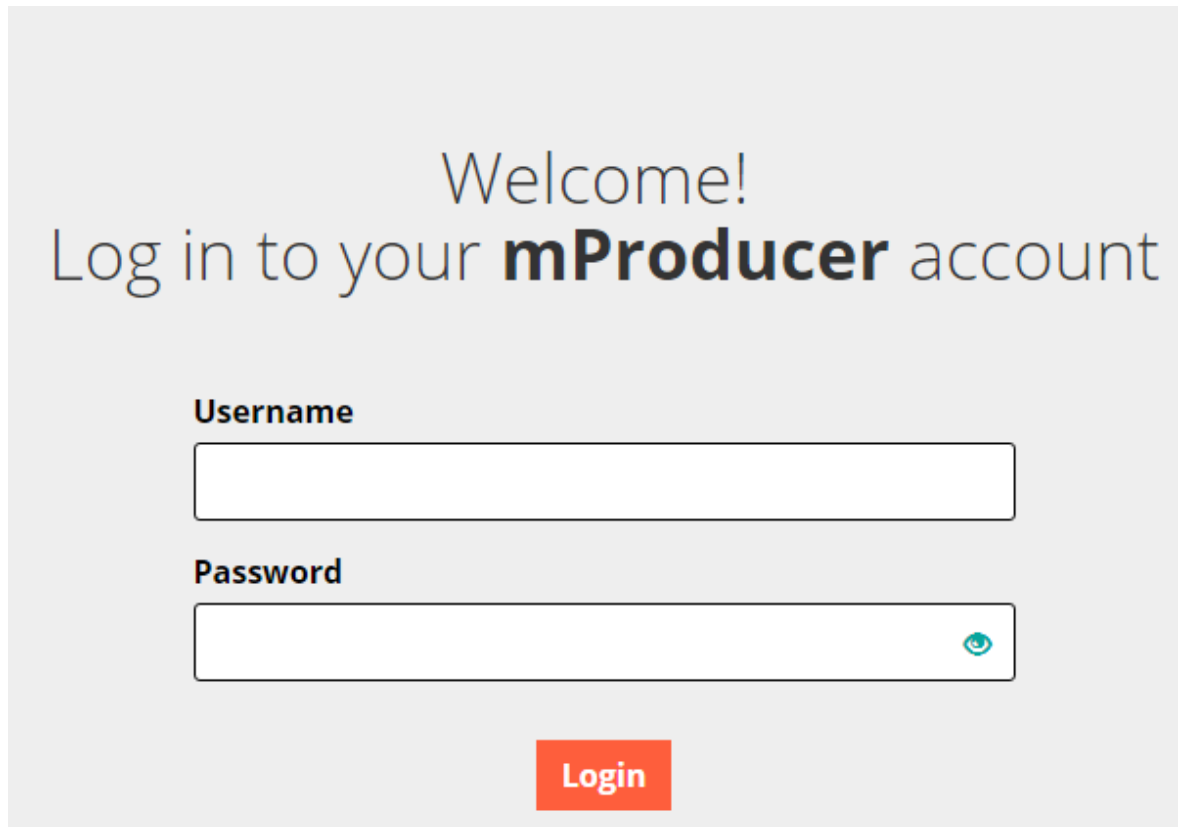
Username

Password

Log In

- mProducer link directly - <https://mproducer.sit1.va.anthem.com/mproducer/public/login>

The image shows a login screen for mProducer. At the top, it says "Welcome!" followed by "Log in to your **mProducer** account". Below this, there are two input fields: "Username" and "Password". The "Password" field has a small eye icon on the right side, indicating a toggle for password visibility. At the bottom center, there is a red "Login" button.

Welcome!

Log in to your **mProducer** account

**Username**

**Password**

Login

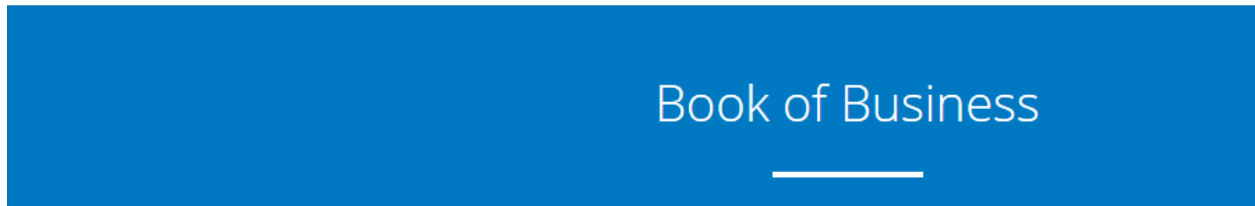
The log in for mProducer is the same log in that you created for Producer Toolbox. If you have not created a Producer Toolbox, you will not have access.

Please keep in mind that your log in must be the same e-mail address that you used to contract with Simply Healthcare Plans. If you do not remember this e-mail address, please reach out to [brokersupport@simplyhealthcareplans.com](mailto:brokersupport@simplyhealthcareplans.com) for assistance.

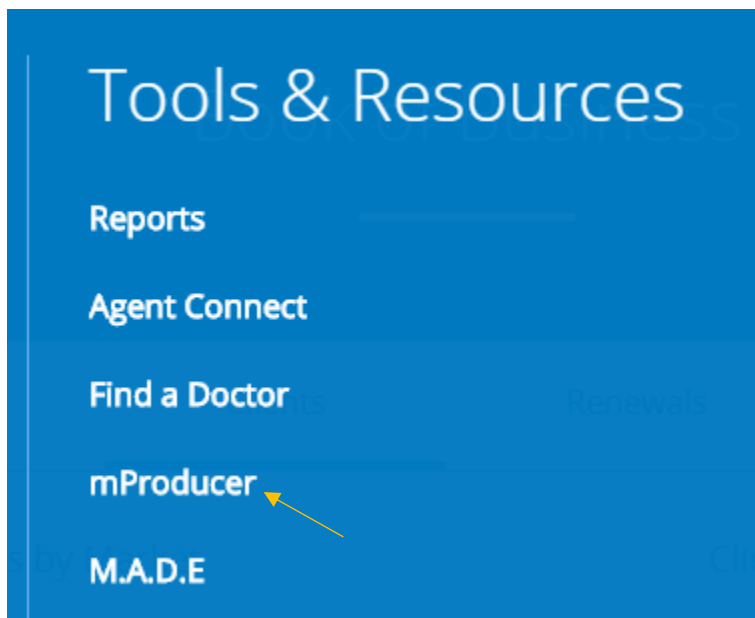
If you are accessing mProducer through Producer toolbox click on the link on the left hand side:

☰ Menu 

Producer Toolbox







Under Tools and Resources, you would click mProducer:



You will then get a Usage Agreement that will populate every time you log in. Click Continue. You will be taken to the mProducer Dashboard:

Welcome to mProducer news!  
Check here for updates on this tool and more!  
[Are You "Ready to Sell?"](#)  
With the Medicare Annual Enrollment Period (AEP) right around the corner, will you be "Ready to Sell" in order to maximize your

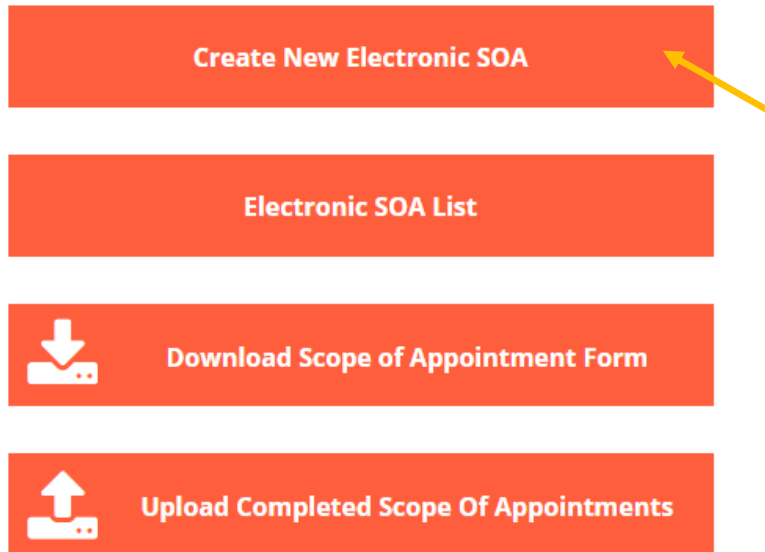
 Scope of Appointment	 Quoting
 Customers	 Links and Helpful tools

You can also access these tools through the menu on the left hand side of the screen:



Welcome to mProducer news!  
Check here for updates on this tool and more!  
[Are You "Ready to Sell?"](#)  
With the Medicare Annual Enrollment Period (AEP) right

## Scope of Appointment



[Create New Electronic SOA](#) allows you to submit the SOA electronically from your device.

### Scope of Sales Appointment Confirmation Form

[Back to SOA](#)

The Centers for Medicare & Medicaid Services (CMS) requires agents to document the scope of a marketing appointment prior to any face-to-face sales meeting to ensure understanding of what will be discussed between the agent and the Medicare beneficiary (or his/her authorized representative). All information provided on this form is confidential and should be completed by each person with Medicare or his/her authorized representative.

Please initial below beside the type of product(s) you want the agent to discuss.

Beneficiary initials *	_____	<b>Stand-alone Medicare Prescription Drug Plans (Part D)</b>
		<b>Medicare Prescription Drug Plan (PDP)</b> A stand-alone drug plan that adds prescription drug coverage to Original Medicare, some Medicare Cost plans, some Medicare Private Fee-for-Service plans, and Medicare Medical Savings Account plans.
Beneficiary initials *	_____	<b>Medicare Advantage Plans (Part C)</b>
		<b>Medicare Health Maintenance Organization (HMO) Plan</b> A Medicare Advantage plan that provides all Original Medicare Part A and Part B health coverage and sometimes covers Part D prescription drug coverage. In most HMOs, you can only get your care from doctors or hospitals in the plan's network (except in emergencies).
		<b>Medicare Preferred Provider Organization (PPO) Plan</b> A Medicare Advantage plan that provides all Original Medicare Part A and Part B health coverage and sometimes covers Part D prescription drug coverage. PPOs have network doctors and hospitals but you can also use out-of-network providers, usually at a higher cost.

By signing this form, you agree to a meeting with a sales agent to discuss the types of products you initialed above. Please note, the person who will discuss the products is either employed or contracted by a Medicare plan. The person does not work directly for the federal government. This individual may also be paid based on your enrollment in a plan.

Once you submit the Electronic SOA is submitted, the beneficiary is going to show up in the Electronic SOA list.

## Electronic Scope of Appointments List

[Back to SOA](#)

Search Beneficiary



BENEFICIARY NAME	PHONE	MEDICARE ID	CREATE DATE	STATUS	
John doe		██████████	2019-07-30	Completed	

You can also download the SOA if you'd like to print and then upload to mProducer:

**Download Scope of Sales Appointment**

A scope of appointment form can be downloaded by clicking on the link below

[Download Scope of Appointment Form - English](#)

[Download Scope of Appointment Form - Spanish](#)

[Download Scope of Appointment Form - Chinese](#)

Once you complete the Scope of Appointment Form, it can be scanned and uploaded (as a PDF or JPEG file) on the electronic application. If the application has already been submitted, please use the upload scope(s) of Sales Appointment Documents link located on the previous page.

**Done**

You would upload the SOA by browsing for the file in your computer and then uploading:

↑ Upload Scope(s) of Sales Appointment Documents ✕

Upload Signed Scope of Appointment (SOA) form – For enrollments that have been submitted through fax, mail, or through the E-Submit Web Portal only.

**Please note the following:**  
 If the face-to-face appointment did not result in an enrollment, you simply need to keep the SOA on file. Please ensure the SOA form is completely filled out to include:

- Beneficiary initials next to the product you will be discussing
- Beneficiary signature and date
- Agent fields completed to include the beneficiary Medicare ID number

**To upload:**

- Click the "Browse" button to locate the completed SOA form on your computer
- Upload of up to 5 SOA forms is permitted at a time.
- File sizes cannot exceed 5 MB
- Only pdf or jpg files are accepted.

For questions associated with the SOA process, please contact us at the following:

- In CA: 888-209-7839
- All other states: 800-633-4368
- SeniorSalesTraining@WellPoint.com

File

Browse
Clear

File

Browse
Clear

File

Browse
Clear

File

Browse
Clear

File

Browse
Clear

Close
Upload Scope(s)

## Quoting

Quoting allows you to select the appropriate plan for your prospective member.

You must fill out all of the fields in order to Get Plans and see the available plans in your prospective county.

**Find your plans**

Coverage Begins

08 / 01 / 2019

Zip Code

33176

County

MIAMI-DADE, FL

Date of Birth

07/21/1954

Gender

Male  Female

Get Plans

**Plan Details**

Plan Name	Plan Description	Monthly Premium	
<b>Simply Complete (HMO SNP) Benefit Summary Plan Documents</b>	Simply Complete (HMO SNP) is a Special Needs Plan for Medicare beneficiaries who have Medicare and Medicaid Benefits.	\$0.00	<span style="background-color: #e67e22; color: white; padding: 2px 5px;">Apply</span>
<b>Simply More (HMO) Benefit Summary Plan Documents</b>	Simply More (HMO) is a Medicare Advantage Health Maintenance Organization plan with a Medicare contract.	\$0.00	<span style="background-color: #e67e22; color: white; padding: 2px 5px;">Apply</span>
<b>Simply Level (HMO SNP) Benefit Summary Plan Documents</b>	Simply Level (HMO SNP) is a Special Needs Plan for Medicare Beneficiaries who have been diagnosed with Diabetes Mellitus.	\$0.00	<span style="background-color: #e67e22; color: white; padding: 2px 5px;">Apply</span>

You will be able to view the *Benefit Summary* along with the *Plan Documents* for that particular plan.

Once you have an idea of the plan the member qualifies for, you would click Apply and Select Agent.



You will then have to input the agency details along with agent details as well. If you are being paid directly, your name will reflect in the *Paid Agent/Agency* section.

Which State is this quote for ?	FL
Parent Agent/General Agency :	Select a Parent Agency <span>▼</span>
Paid Agent/Agency :	Select a Paid Agent <span>▼</span>
Writing Agent :	Select a Writing Agent <span>▼</span>
Agent Code :	Select Paid & Parent Agents

Customer Details

You will then input Customer Details and will be given the option to Create an Electronic Application or Submit a Paper Application.

Customer Details ✕

First Name  
Jane

Last Name  
Doe

Gender  
 Male  Female

Date of Birth  
07/01/1954

Zip Code (Primary Residence)  
33174

Email Address (Optional)

Phone Number  
999-999-9999

Coverage Begins  
August 2019

Create and Submit new  
Electronic application **Create Electronic Application**

Enter data directly from a  
completed paper application: **Submit Paper Application**

## Creating an Electronic Application

You will then be prompted to complete an electronic application. You must fill out the member's information.

If you currently have health coverage from an employer or union, joining Simply Healthcare could affect your employer or union health benefits. You could lose your employer or union health coverage if you join Simply Healthcare. Read the communications your employer or union sends you. If you have questions, visit their website, or contact the office listed in their communications. If there isn't any information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help.

### Plan Chosen

Plan Selected:  Monthly Plan Premium:   
 Requested Effdt:

### Applicant

Last Name\*  First Name\*  MI   
 Birth Date\*(mm/dd/yyyy)  Gender  M  F Phone Number\* (999-999-9999)  Alternate Phone No (999-999-9999)   
 Home Street Address 1\* (Cannot be a PO Box)  Home Street Address 2  County\*  Email Address   
 City\*  State\*  Zip Code\*   
 Mailing/Billing Address1  Mailing/Billing Address2   
 Bill City  Bill State  Bill ZipCode

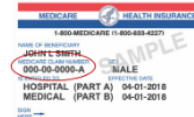
When inputting the member address and there is an apartment number, do not include a period in the address.

INCORRECT	CORRECT
1234 SW 56 ST APT.32 MIAMI, FL 123456	1234 SW 56 ST APT 32 MIAMI, FL 123456

Keep in mind that it does ask for the member's Medicare number or Medicare Claim #.

### Medicare Information

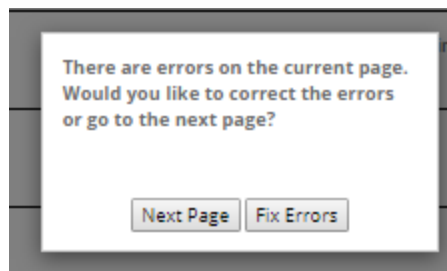
Medicare Claim Number  Medicare Number



**Note: Medicare Claim Number will be 9 numbers followed by 1-2 letters**

Hospital (Part A) Effective Date\*(mm/01/yyyy)  Medical (Part B) Effective Date\*(mm/01/yyyy)

If there are errors in the applications, a dialog box will reflect on the screen advising you that errors can be fixed.



Errors will be highlighted in red font. If you'd like to fix the errors at the end of the application, you can select Next Page and continue the application. However, the application will not submit unless the errors have been fixed.

Once you are done with the application, you can go ahead and submit.

## Customers

Manage your Customers and Applications

Create a new Customer

Search Customer List by				
First Name:	Last Name:	Date of Birth:		
<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value="Clear"/>	<input type="button" value="Search"/>
Page Size:	25			
Customer Name	Last Updated	Application Status	Action Needed (Application Not Submitted)	Remove Customer
Doe, Jane	07/30/2019	<a href="#">Click Here</a>	ⓘ	✖
Doe, Jane	07/30/2019	<a href="#">Click Here</a>	ⓘ	✖
name, name	07/30/2019	<a href="#">Click Here</a>	ⓘ	✖
Hendricks, Jess	07/30/2019	<a href="#">Click Here</a>	ⓘ	✖

Using this tool, you can track your business and the application status. You have the option to Create a New Customer but not quote them.

Create New Customer ✕

First Name  
Steven

---

Last Name  
Steve

---

Gender  
 Male  Female

Date of Birth

---

Zip Code (Primary Residence)  
33321

---

County  
BROWARD

---

Email Address (Optional)  
steve@steven.com

---

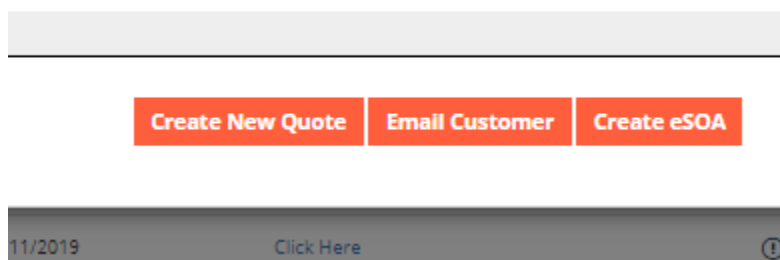
Phone  
999-999-9999

Create Customer & Quote
Create Customer
Email Customer

You have the option to e-mail the member or just create the account. This allows you to keep track of potential leads/scopes along with the application status.

Customer Name	<u>Last Updated</u>	Application Status	Action Needed <small>(Application Not Submitted)</small>	Remove Customer
Steve, Steven	07/30/2019	<a href="#">Click Here</a>		✕

Once you click on their name, you will get a screen that gives you an option to do the following:



- Create a New Quote
- Email Customer
- Create eSOA (Electronic Scope of Appointment)

If you started an application but have not submitted anything yet, you will see an exclamation point by the member's name in the Customer list:

Customer Name	Last Updated	Application Status	Action Needed (Application Not Submitted)	Remove Customer
Steve, Steven	07/30/2019	<a href="#">Click Here</a>	ⓘ	✖

To get to the application, you would click under Application Status and then click the Application Control Number (ACN). *This is not the confirmation number of the application.*

Application Status								
Product	ACN No.	Date Updated	Status	Sub-Status	App Status Reason	PDF	Assign (Delegate)	Transfer (Customer)
Medicare HMO	Y17194Y0	07/30/2019	In-Progress			📄	👤➔	👤➔

Once application has been submitted, the customer's name is going to disappear from the list.

## Links and Helpful Tools

### Links and Helpful tools

Helpful Tools	🔗
Custom Point / Sales Tool Kit	🔗
Medicare Certification Training Center & Sales Event Tracker	🔗
Producer Tool Box	🔗

### Helpful Tools

You will have the availability to:

- Find a Doctor
- Find a Facility
- Find your Covered Drugs
- Find a Pharmacy

### Custom Point / Sales Tool Kit

- Brokers can order enrollment kits, OTC catalogs, dental/provider directory and etc.

### Medicare Certification Training Center & Sales Event Tracker

- Agents can certify for the enrollment year through this link. At the moment, Simply is not using the Sales Event Tracker, please refer to the Event Process that we have established.

#### Producer Toolbox (Broker Portal)

- Brokers can access their book of business, order ID cards as well as accessing mProducer through this website.