mProducer

Simply healthcare

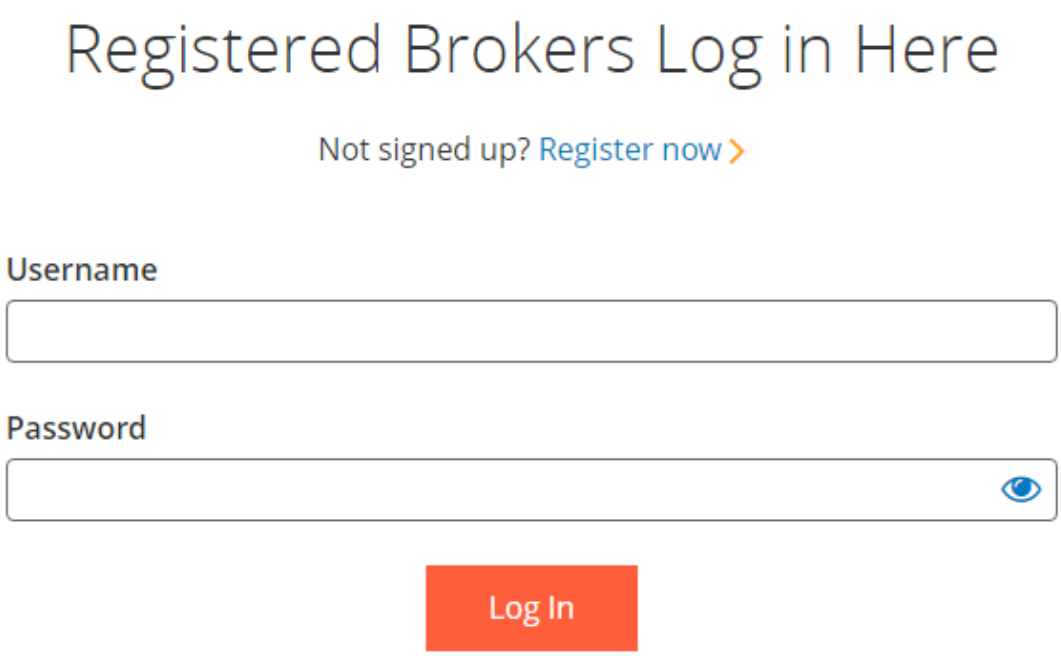
mProducer

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.

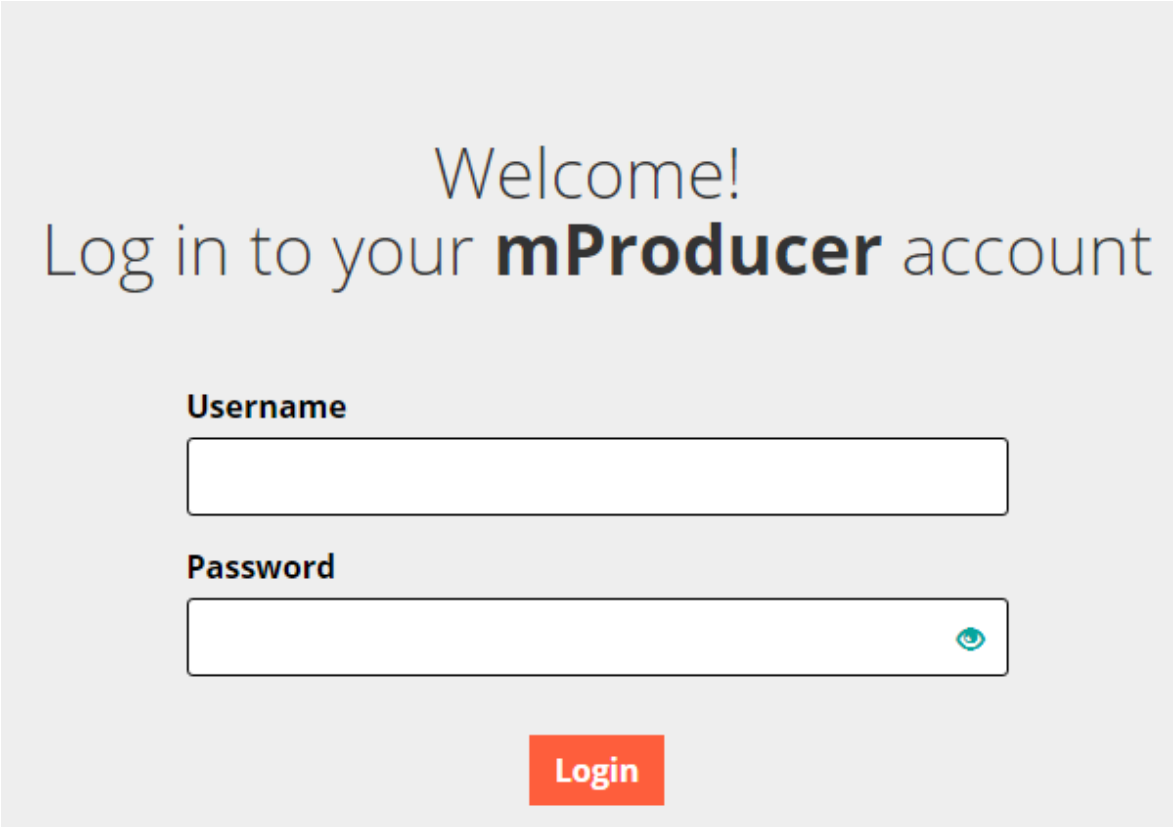
There are several ways to access mProducer:

- Via the Anthem website > Producers tab > Producers Overview > > Tools for Producers > Broker Portal > mProducer

- Via Producer Toolbox - https://brokerportal.anthem.com/apps/ptb/login



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



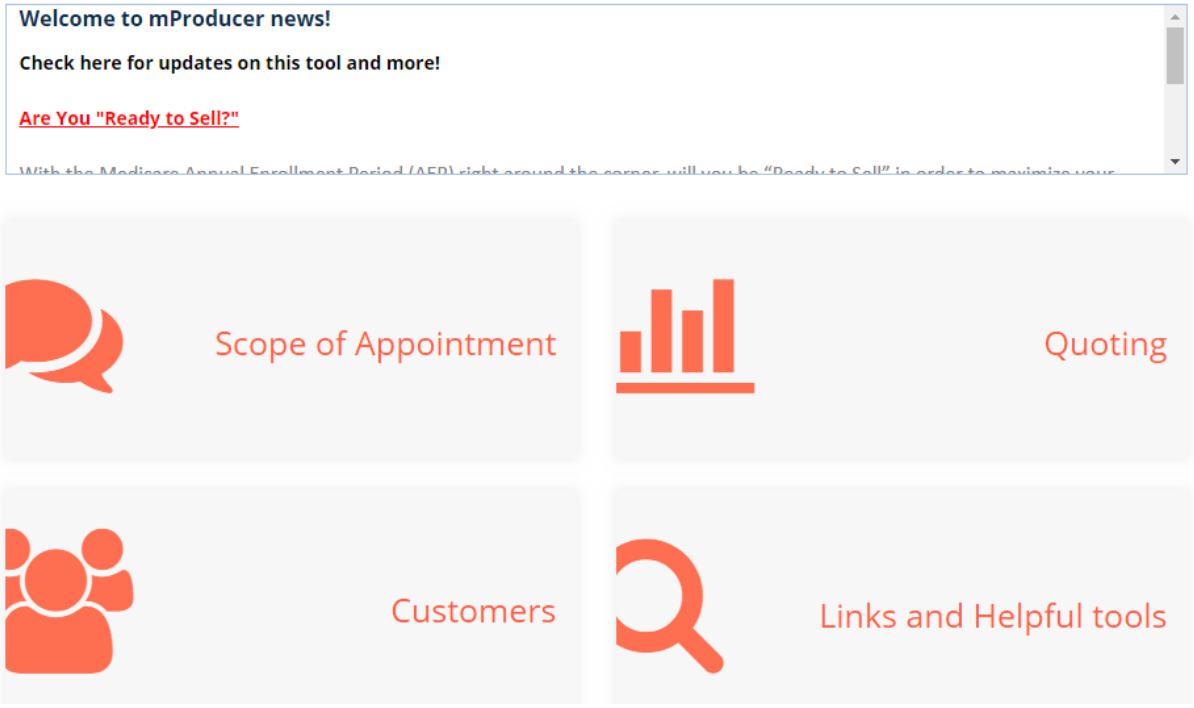
The log in for mProducer is the same log in that you created for Producer Toolbox. If you have not created a Producer Toolbox, you will not have access.

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 for assistance.

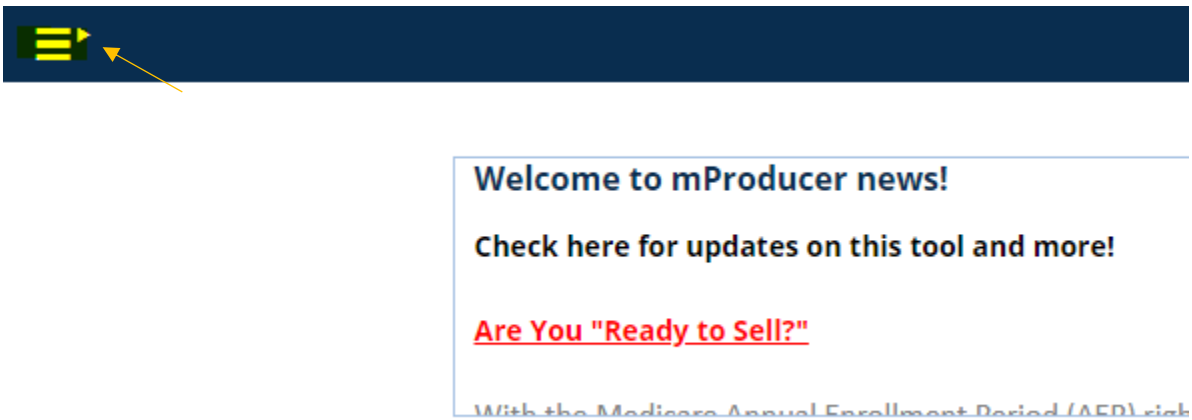
If you are accessing mProducer through Producer toolbox click on the link on the left hand side:

Under Tools and Resources, you would click mProducer:

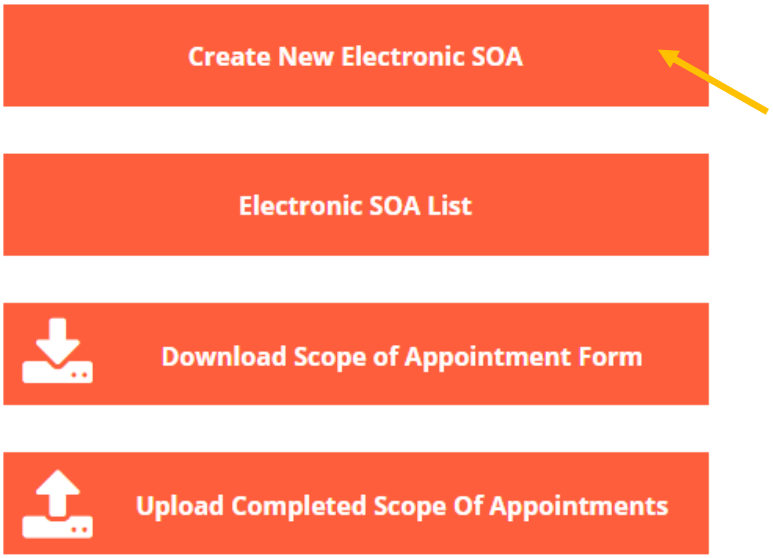
You will then get a Usage Agreement that will populate every time you log in. Click Continue. You will be taken to the mProducer Dashboard:



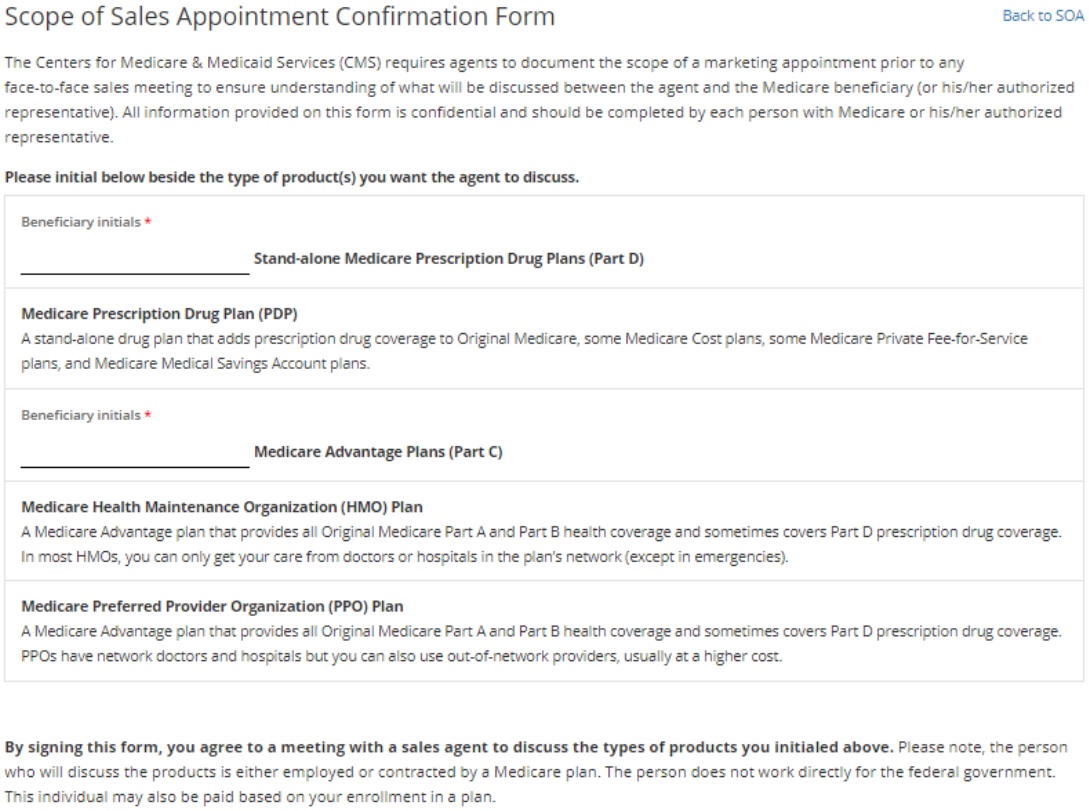
You can also access these tools through the menu on the left hand side of the screen:



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 *

_____ **Stand-alone Medicare Prescription Drug Plans (Part D)**

Medicare Prescription Drug Plan (PDP)
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 *

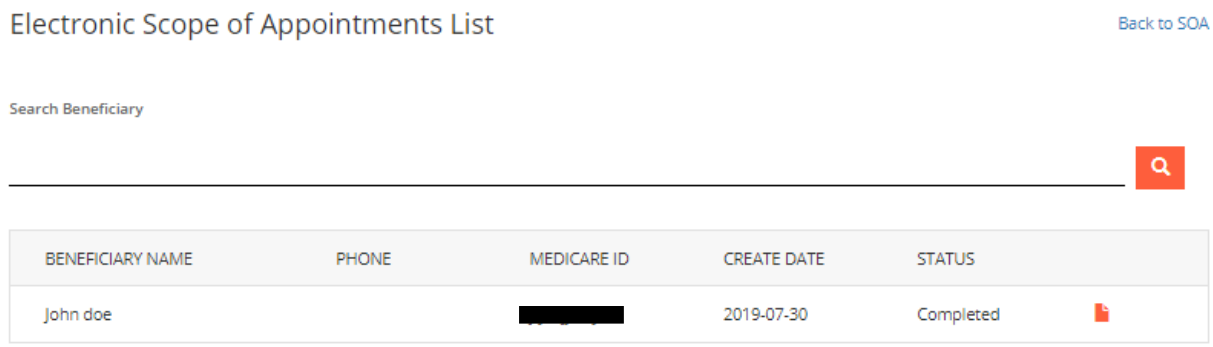
_____ **Medicare Advantage Plans (Part C)**

Medicare Health Maintenance Organization (HMO) Plan
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).

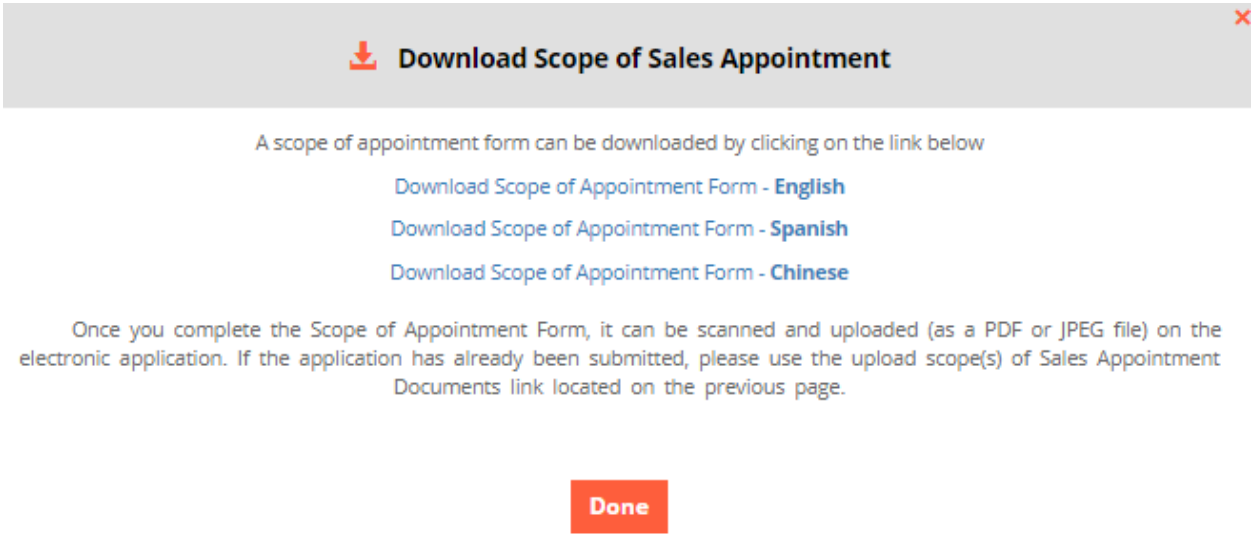
Medicare Preferred Provider Organization (PPO) Plan
A Medicare Advantage plan that provides all Original Medicare Part A and Part B health coverage and sometimes covers Part D prescription drug coverage. PPOs have network doctors and hospitals but you can also use out-of-network providers, usually at 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.

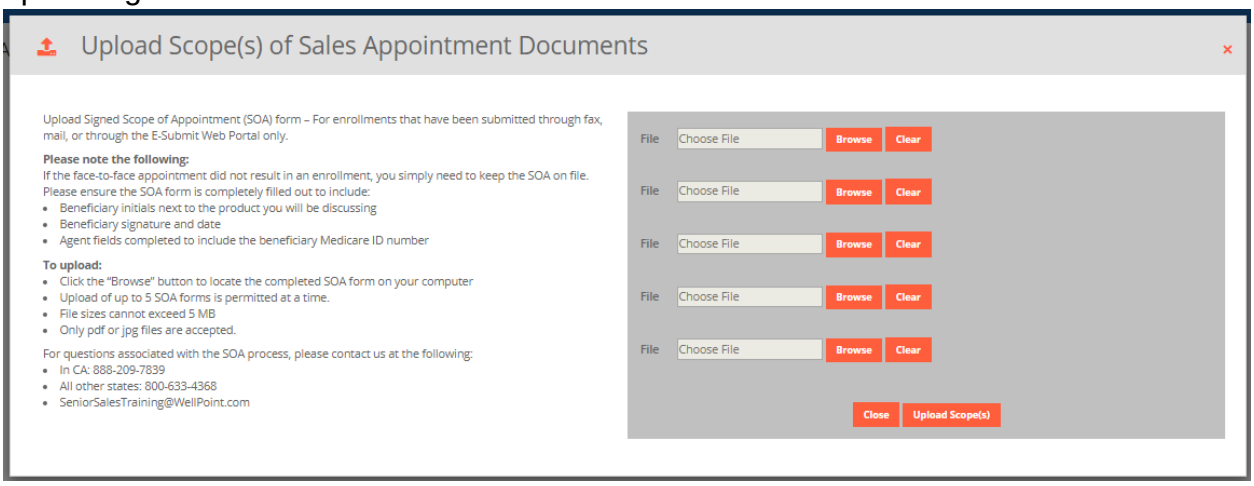
Once you submit the Electronic SOA is submitted, the beneficiary is going to show up in the Electronic SOA list.



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



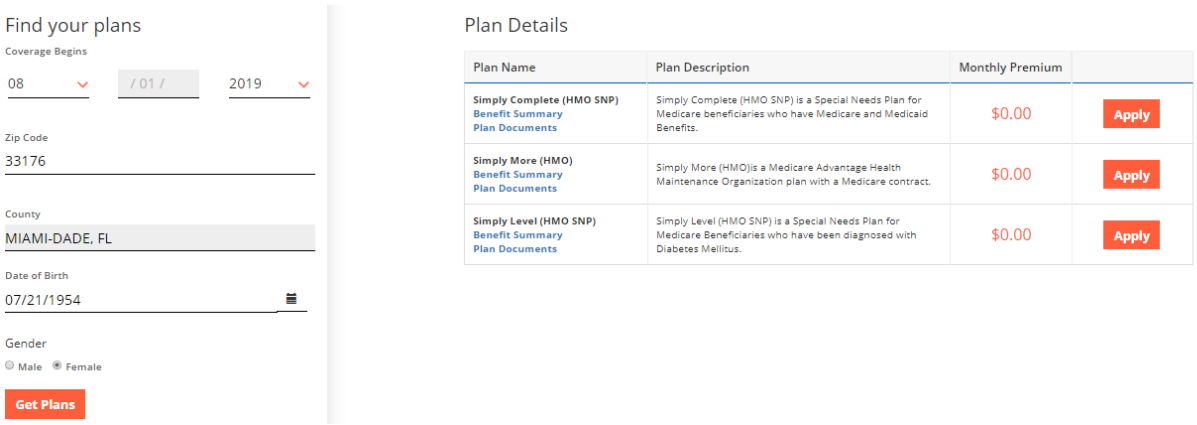
You would upload the SOA by browsing for the file in your computer and then uploading:



Quoting

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

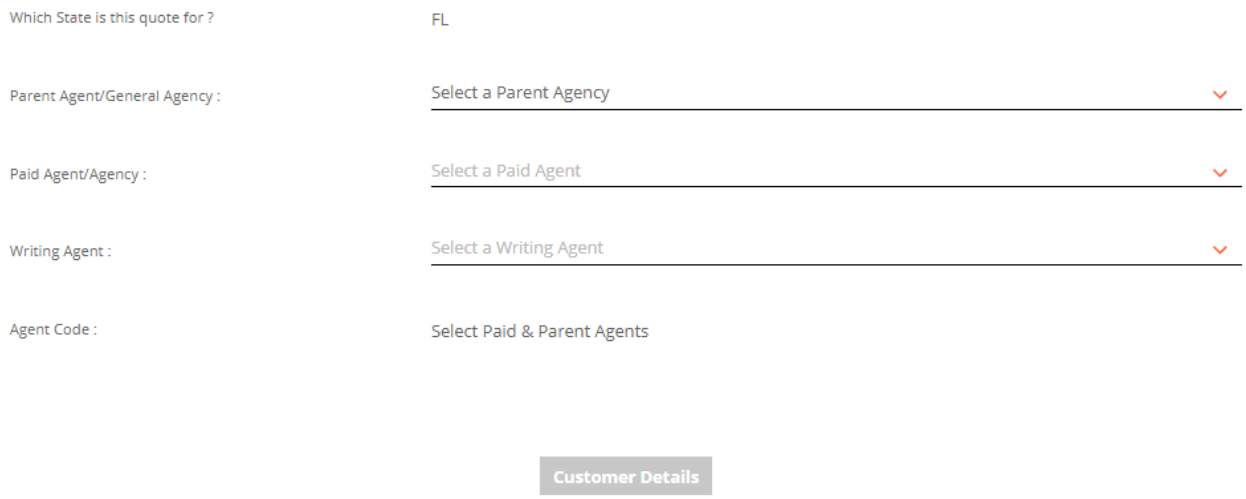
You must fill out all of the fields in order to Get Plans and see the available plans in your prospective county.



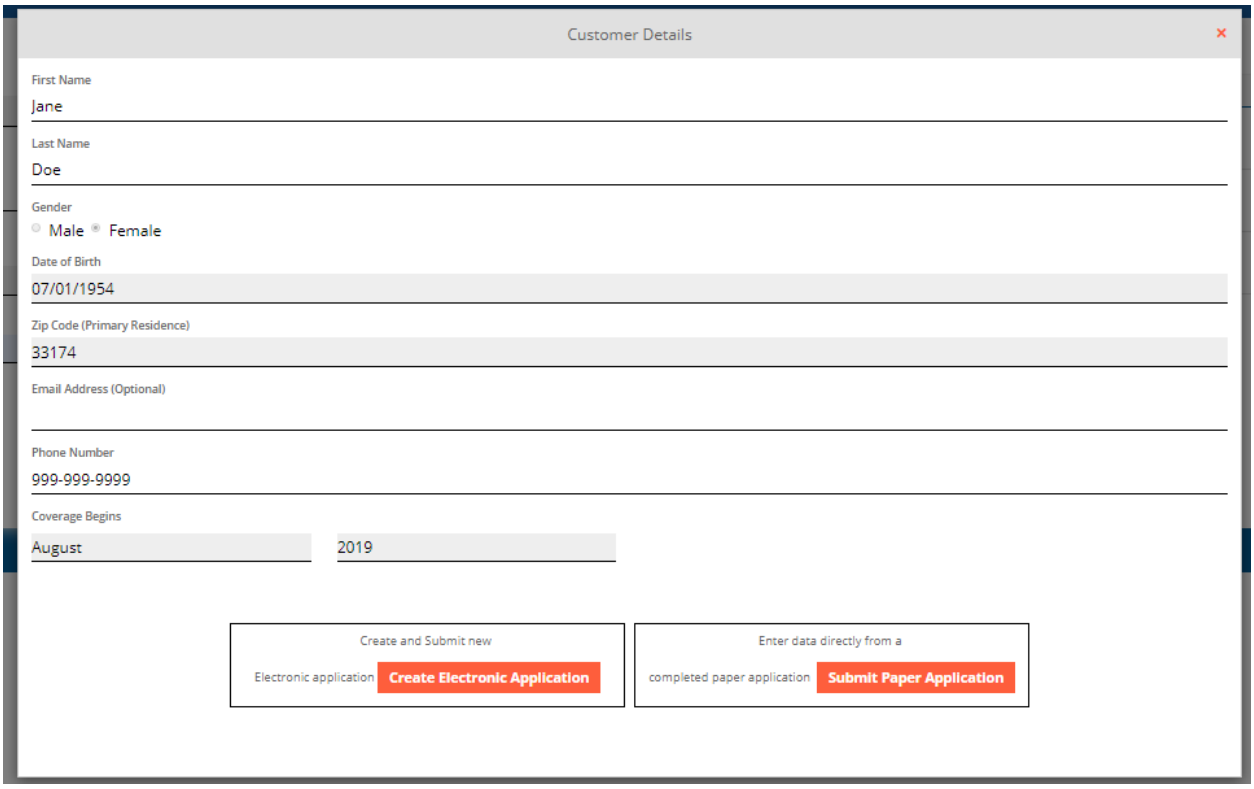
You will be able to view the *Benefit Summary* along with the *Plan Documents* for that particular plan.

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.

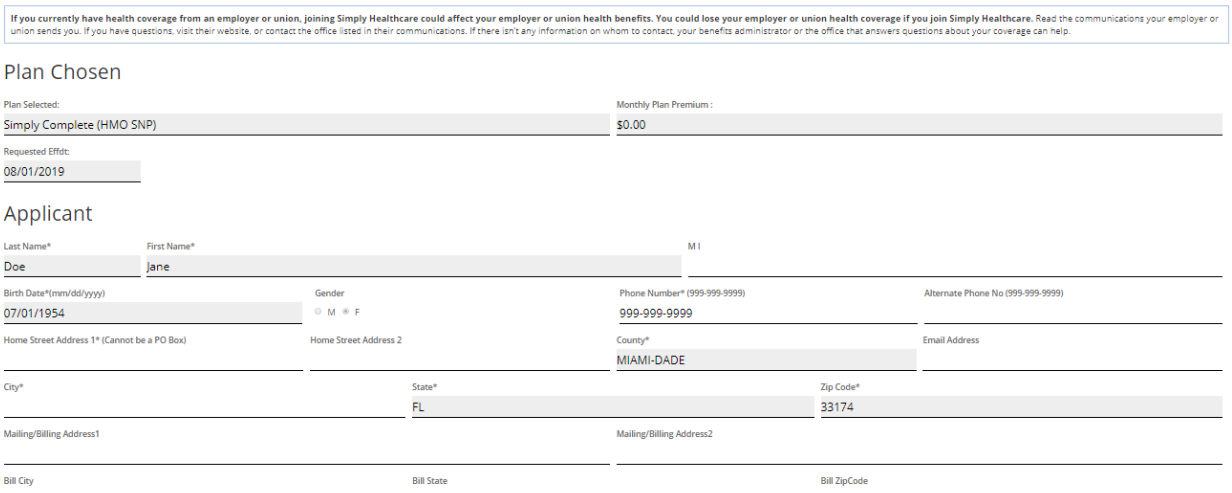


You will then input Customer Details and will be given the option to Create an Electronic Application or Submit a Paper Application.



Creating an Electronic Application

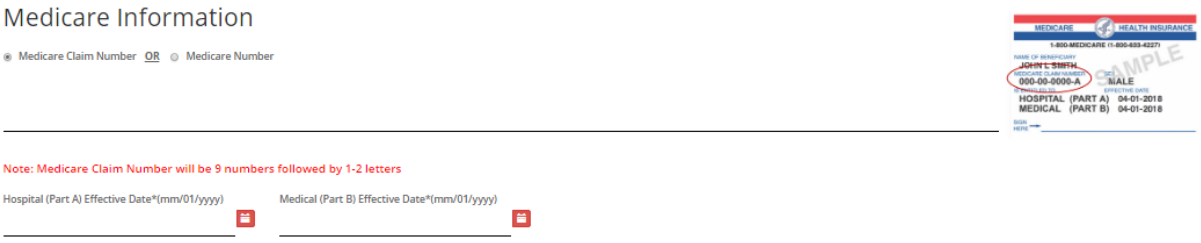
You will then be prompted to complete an electronic application. You must fill out the member's information.



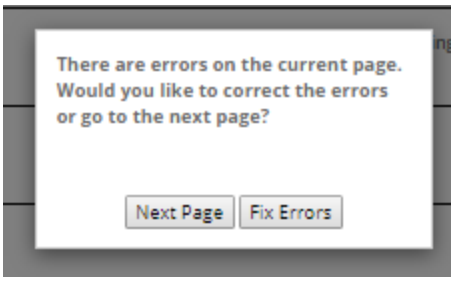
When inputting the member address and there is an apartment number, do not include a period in the address.

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 #.



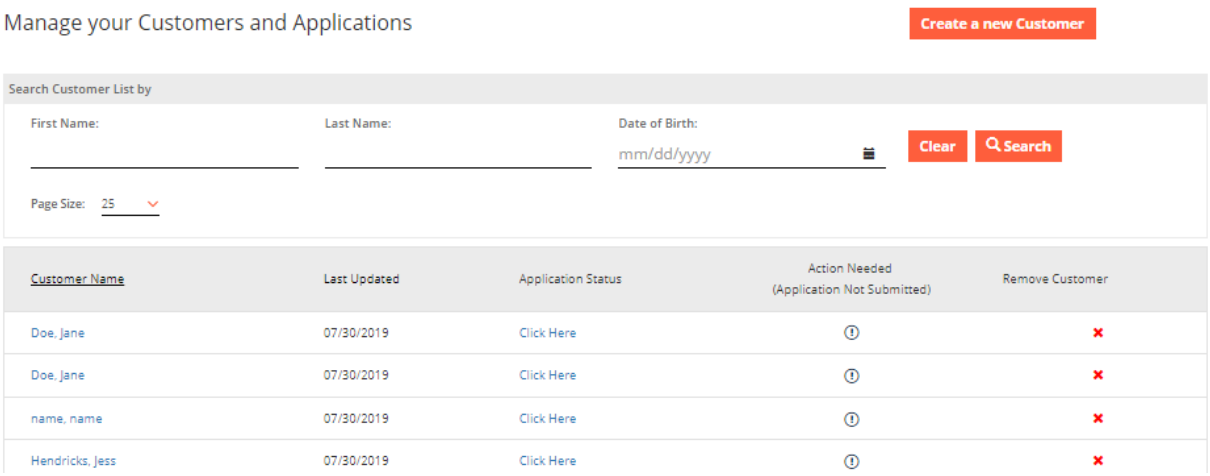
If there are errors in the applications, a dialog box will reflect on the screen advising you that errors can be fixed.



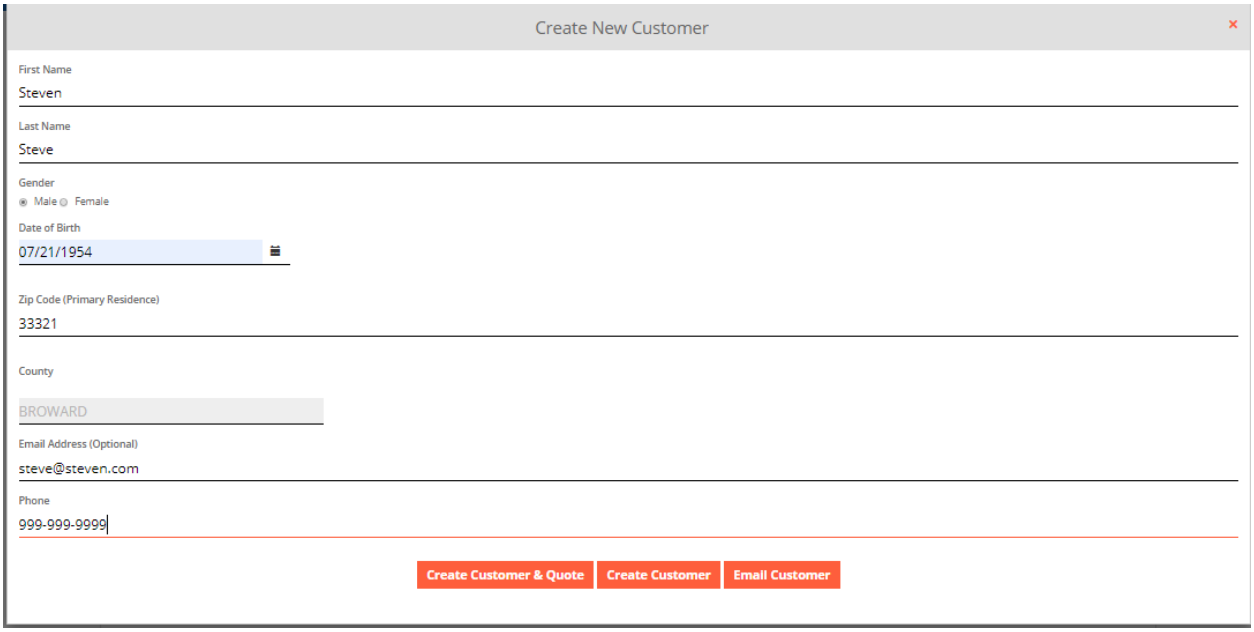
Errors will be highlighted in red font. If you'd like to fix the errors at the end of the application, you can select Next Page and continue the application. However, the application will not submit unless the errors have been fixed.

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

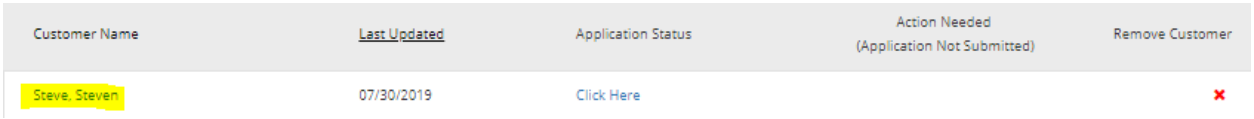
Customers



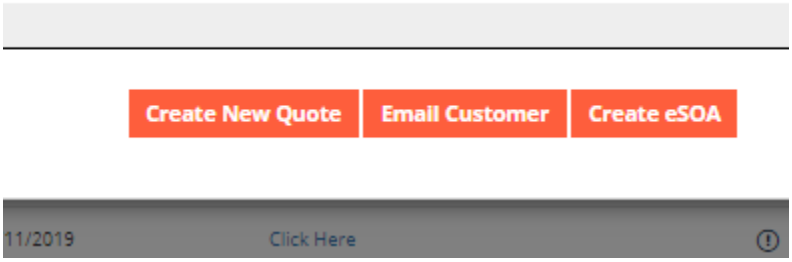
Using this tool, you can track your business and the application status. You have the option to Create a New Customer but not quote them.



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.

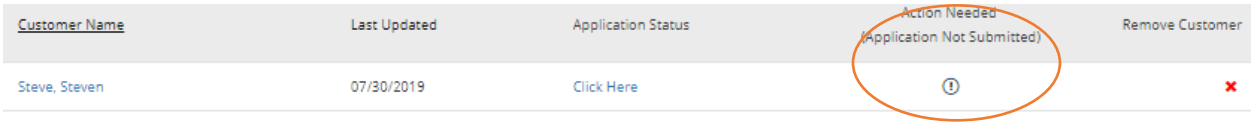


Once you click on their name, you will get a screen that gives you an option to do the following:

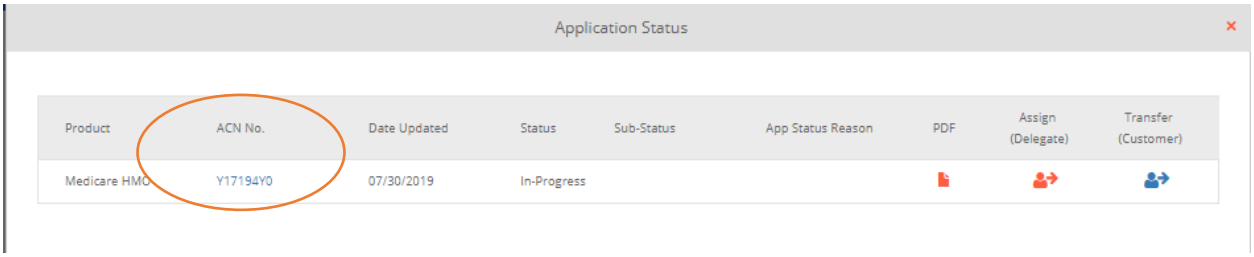


- Create a New Quote
- Email Customer
- Create eSOA (Electronic Scope of Appointment)

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:



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.*



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

Links and Helpful Tools

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.