

YourMedicare Enrollment Center FAQ

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YourMedicare Enrollment Center FAQ

1. What is the direct web address link to YourMedicare/SunFire?

<https://www.sunfirematrix.com/app/agent/yourmedicare>

2. What is my username?

Your National Producer Number (NPN). Find your NPN here:

<https://www.nipr.com/PacNpnSearch.htm>

3. How much does the YourMedicare/SunFire platform cost me to use?

Nothing, your upline is providing you unlimited, free access.

4. Where can I find the YourMedicare/SunFire training videos?

<https://www.ymtrainingvideos.com>

5. Which Medicare Advantage and Prescription Drug Plan carriers are available on the YourMedicare/SunFire Enrollment Center for 2020 Quote & Enrollment*?

Aetna/SilverScript, Cigna, Humana/CarePlus, Mutual of Omaha PDP, United Healthcare & WellCare*.

6. After I certify, How long does it take for my carrier enrollment access to be updated?

It varies by carrier and background process; it can take up to 7-10 days, or longer, depending on your background content and area of residence.

7. What if I've already been certified for more than two weeks and not all my MA/PDP carriers are appearing or allowing me to Enroll a client on the YourMedicare/SunFire platform?

You need to contact your upline of the carrier/s that are appearing on the YourMedicare/SunFire platform to make sure your other MA/PDP carrier contracts are properly aligned for access*.

8. How do I contact YourMedicare.com for help with my YourMedicare/SunFire access?

Info@YourMedicare.com or 855-949-6337 (please include/have your NPN)

9. Why did I receive two different YourMedicare/SunFire logins?

You most likely have an Individual and Corporation login that need to be merged together. Please email your Name, Corporation and both NPNs/Logins to Info@YourMedicare.com or call 855-949-6337.

10. Why does my Profile section of the YourMedicare/SunFire platform ask me for my Social Security Number (SSN)?

This is not required, you can leave it as 000-000-0000.

11. Are the eSOA's created on YourMedicare/SunFire automatically included with an application when it is submitted to the carrier, or does the eSOA remain in a repository for later access?

No, eSOA/SOA's are not included with the application submission. The YourMedicare/SunFire platform retains them so they can be retrieved and downloaded into PDF if an inquiry comes up.

12. How do I access my Personal URL Website (PURL) to allow my clients to enroll on their own?

Add your **NPN** to the end of this URL

<https://www.sunfirematrix.com/app/consumer/yourmedicare/NPN>

(Check out the training video on this topic: <https://www.ymtrainingvideos.com>)

13. Why isn't my phone number listed on the top right corner on my Personal URL Website (PURL)?

Because you haven't set up your Agent Profile yet – please view the three-minute training video on this topic: <https://www.ymtrainingvideos.com>

14. Why are NON-formulary drugs listed as more expensive on Medicare.gov than they are on YourMedicare/SunFire?

YourMedicare/SunFire helps agents ensure their clients are getting the best possible pricing available. For drugs not covered on the formulary, SunFire uses an average of the actual prices a customer is likely to pay (see GoodRx prices) in that area for the drug, not the full MSRP cost, like Medicare.gov does.

YourMedicare/SunFire takes the published wholesale rate for the drug and marks it up by the industry average retail margin, but there are fluctuations chain-to-chain and even store-to-store within a chain on the prices charged. This will result in some SunFire/YourMedicare off-formulary quotes being different than those on Medicare.gov.

* For access to all above listed MA/PDP carriers your contracts must be aligned with a YourMedicare affiliated NMO. Info@YourMedicare.com