

Care and Care Agent portal.

Access URL: <https://agent.cnchealthplan.com/>

The agent portal provides a centralized place for agents to:

- Review commissions (all commissions paid since 1/1/2019).
- Check application status on applications that have been submitted (please allow at least 4 days for processing). If after 4 days you don't see the application, please contact agent support at agentsupport@cnchealthplan.com OR call 855-547-0345.
- Access the web application that now allows the ability to docusign if you are not with the beneficiary.

This document gives a brief overview of the features and navigation of the agent portal



AGENTS & BROKERS

Care N' Care offers plans with exceptional value and service for your clients. We're excited to partner with you!

Highly rated. Doctor-directed. Customer-centric. Local. Care N' Care Medicare Advantage plans are designed with your clients in mind. Our personal Healthcare Concierge program provides a level of service — and peace of mind — that members and their families truly appreciate.

Login

START



NPN

Password

Remember Me

Log In

[Reset Password?](#)

[← Back to Care N' Care](#)



AGENT & BROKER RESOURCES

2020

- Understanding the MBI Format
- Agent Product Training
- Medicare Questions? Answered – PDF (English) (Español) (Vietnamese)
- Benefit Highlight Brochures – PDF (English) (Español) (Vietnamese)



AGENT / BROKER
CERTIFICATION



2020 AGENT ENROLLMENT
FORM



If a member is not found please call Agent Support at 855-547-0345 or email agentsupport@cnchealthplan.com



| MEMBER ID | LAST NAME | FIRST NAME | ENROLL DATE | COVERAGE PERIOD | PAY TYPE | COMP TYPE | COMMISSION |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----------------|-------------------------------------|-----------|------------|
| <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | 2020-02 | <input type="text" value="Search"/> | ALL | |
| CC9999999 | Enrollee | Enrollee | 2016-01 | 2020-02 | Payment | Renewal | \$21.25 |

This page displays a searchable grid list of enrollees with the monthly commission listed to the right.
 To use the search functionality, pick the text box below the header column, then enter the value that you want to search.



| ID | LAST | FIRST | SUBSCRIBER STATUS | ELIGIBILITY EFFECTIVE DATE | SUBSCRIBERS TERMINATION DATE |
|-----------|----------|----------|-------------------|----------------------------|------------------------------|
| CC0014671 | ENROLLEE | ENROLLEE | Active | 20200201 | 99991231 |

Subscribers eligibility can be reviewed in the eligibility tab. Subscribers that are active have a termination date of 12/31/9999. Inactive Subscribers that have terminated coverage will show the date they were terminated.



| LAST | FIRST | ADDRESS | CITY | PHONE | DATE | DOCUSIGNEMAIL | DOCUSIGNSTATUS | DOCUSIGNSENDDATE | ACTION |
|------------|---------|---------|---------|------------|----------|----------------------|----------------|---------------------|-----------------------------------------------|
| TestRecord | Michael | ENR | on | 8888888888 | 02242020 | michael@cloudfire.co | SENT | 2020-02-24 02:09:56 | Cancel Resend |
| TestRecord | Daniel | 123 Elm | Addison | 8888888888 | 02242020 | daniel@cloudfire.co | SIGNED | 2020-02-24 02:11:56 | |

Showing 1 to 2 of 2 entries

Previous 1 Next

The DocuSign menu shows a view of the enrollments that you have sent to have signed. They are filterable by selecting the text box in each column. DocuSign document may also be canceled or Resent. If you choose to resend the document, you will be taken back to the Enrollment portal where the document can be edited and resent.

Example emails:

The portal provides a number of emails for you and the enrollee. Here are examples of the emails that are sent:

Agent Emails

Email that an Agent/Broker receives regarding DocuSign status:

noreply@cnchealthplan.com

Apr 10, 2020, 12:46 PM (3 days ago)



to me ▾

You have 6 DocuSign applications sent to DocuSign and waiting for signature.



Click [Here to login](#) to the Agent Portal

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or file(s) is confidential and may contain privileged information and/or PHI intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

Notice of Invitation to sign:

New DocuSign enrollment on CareNCare 2020 04102020-35572



Inbox x

noreply@cnchealthplan.com

Apr 10, 2020, 12:46 PM (3 days ago)



to me ▾

Your enrollee has been invited to sign by DocuSign by email at sales@cnchealthplan.com

IMPORTANT: The application is not submitted until your enrollee docusigns the emailed application.

As the agent, it is **your responsibility** to follow up with your enrollee to make sure they sign the application that was sent electronically. You'll get an email when this enrollee has docusigned the application.


You can check status of your DocuSign enrollments on the agent portal [Click Here](#)

Confirmation Number: 04102020-35572 T T.


Date: 2020-04-10 12:46:13

Notice of Completed Document

Completed: Please sign this document set Inbox x ✕ 🖨 🔗

 **DocuSign via DocuSign** <dse_NA3@docusign.net> 📧 Tue, Apr 7, 12:22 AM (6 days ago) ☆ ↩ ⋮
to me ▾

DocuSign



Your document has been completed.

[VIEW COMPLETED DOCUMENT](#)

All signers completed Please sign this document set

Enrollee Emails

Invitation to Sign Application



Care N Care via DocuSign <dse_NA3@docusign.net>
to me ▾

Apr 7, 2020, 8:29 AM (6 days ago) ☆ ↶ ⋮

DocuSign



Care N Care sent you a document to review and sign.

REVIEW DOCUMENT

Care N Care

sales@cnchealthplan.com

testrecord TestRecord,

Please DocuSign TestRecord-testrecord-04072020-35549.pdf

Thank You, Care N Care

Do Not Share This Email

This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others.

Alternate Signing Method

Visit [DocuSign.com](https://www.docusign.com), click 'Access Documents', and enter the security code:

DFD4F642DABA4524A67959A5E69497EC3

...

Notice of signed document:



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to me ▾

Tue, Apr 7, 8:34 AM (6 days ago) ☆ ↶ ⋮

DocuSign



Your document has been completed.

[VIEW COMPLETED DOCUMENT](#)

All signers completed Please sign this document set

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This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others.

Alternate Signing Method

Visit [DocuSign.com](https://www.docusign.com), click 'Access Documents', and enter the security code:

38DC8B7E3C6348F8AFF1E4363E3853E63


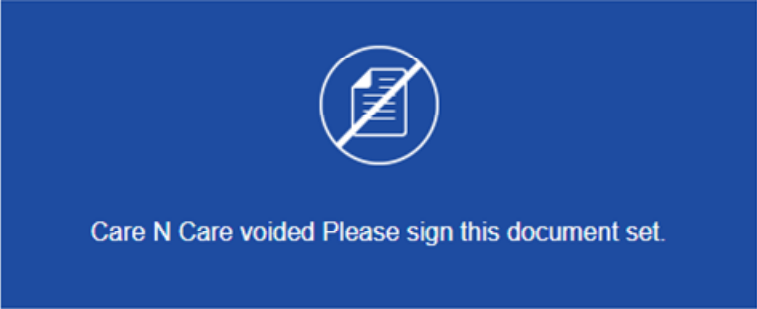
...

Notice of Voiced document:

When a document is resent, the original document is voided and can no longer be signed. This notification is sent in that case

Care N Care via DocuSign <dse_NA3@docusign.net> Tue, Apr 7, 9:05 AM (6 days ago) ☆ ↩ ⋮
to me ▾

DocuSign

Care N Care voided Please sign this document set.

Care N Care
sales@cnchealthplan.com

Please sign this document set has been voided for the following reason:
Envelope has been deleted and was therefore automatically voided

Envelope ID
dda09f64-0832-4cd7-bb53-b3804f1b2a08
...

↩ Reply ➡ Forward