What's New for Medicare

Plan Year 2019

Thank you for being a valued Connecture Medicare client! We are excited to partner with you for Plan Year 2019.

Here is a summary of the new features in our Medicare products. For detailed information about each of these features, refer to your updated user guide. For additional information about these product offerings, reach out to your Client Services Team.

PROFESSIONAL PLANCOMPARE (PPC)

The following enhancements are included in Professional PlanCompare (PPC) and Professional PlanCompare Plus (PPC+). Some features, as indicated, are available only in PPC+.

BROKER-SPECIFIC SHOPPING URLS

When a Broker user account is created in PPC, the system now automatically creates a consumer PlanCompare shopping page with a unique URL that is specific to the broker. These broker-specific shopping pages provide the following features:

- Brokers automatically receive commission for any enrollments completed through their page.
- Each shopping site enforces unique broker licensing rules, showing only the plans that the broker is licensed to sell. This ensures that brokers can always receive commission for the plans purchased through their page.
- Brokers can provide a direct link to their URL in their email signature or marketing materials.
- Each page is personalized with the broker's contact information at the top, allowing beneficiaries to quickly and easily contact the broker at any time.
- Brokers automatically receive an email notification when an enrollment is submitted through their page.

QUICK QUOTE ENHANCEMENTS

PPC+ feature

The following enhancements have been made to quick quotes in Professional PlanCompare Plus (PPC+).

Personalized messaging

When sending a quick quote to a beneficiary, brokers can now include a personalized message. This message appears on the Quote Summary page when the beneficiary accesses the quote. Personalizing the quote allows brokers to add any necessary text explaining why certain plans are being recommended, or to remind the beneficiary to reach out with any questions.

Automatic authorization code emails

When a broker sends a quick quote to a beneficiary, the system now automatically sends the beneficiary an additional email that includes the authorization code for accessing the quote. Previously, the broker needed to provide the authorization code in a separate email or over the phone.

Quick quote emails

The following changes have been made to the quick quote emails that beneficiaries receive:

- Emails are now responsive, for optimal display on both mobile and desktop devices.
- All default text has been updated to provide beneficiaries with clear next steps and to drive their next action.
- Analytics have been added to track quote conversion rates and the beneficiaries' behavior within the system.

PLANCOMPARE

The following enhancements are included in the consumer PlanCompare site.

GENERAL ENHANCEMENTS

- The look and feel of the site has been updated to increase conversion rates and provide a better user experience.
- The drug cost breakdown and total cost breakdown pages have been optimized for compatibility with mobile devices.
- Deep linking into certain areas of the PC sites is now supported.
- A number of general usability issues have been resolved to enhance the overall user experience.

NOTE: For details and screenshots, contact your Client Services Team.

SHOPPING ENHANCEMENTS

- Clients can now configure additional preference questions related to travel or fitness benefits.
- Clients can now configure whether beneficiaries can select an effective date up to 1 year in advance when shopping for plans.
- Clients can now configure whether beneficiaries can email the plan list to themselves without creating an account.
- The default Medicare plan details layout now includes out-of-network benefits for applicable plans.
- The default Medicare plan details layout now displays 90-day retail and 30-day mail order options.
- Users can now filter plans based on carrier and plan type.
- Users can now enter a specific effective date for Medicare Supplement plans. Previously, only the month and year could be selected.

ENROLLMENT FORM ENHANCEMENTS

The following enhancements apply to both the Professional PlanCompare (PPC) enrollment form for brokers and the consumer PlanCompare enrollment form for beneficiaries.

- Clients can now configure their enrollment forms to include electronic signature capture. When applicable, brokers and beneficiaries can electronically sign the enrollment form using the computer keys, a mouse, or a scribe tool.
- Clients who contract with WiPro can now purchase Medicare Beneficiary Indicator (MBI) validation for their enrollment forms.

PLANSMART

When loading beneficiary information into PlanSmart using the member load process, you can now associate each beneficiary with a broker.

ADMIN TOOL

General improvements have been made to improve performance time as you make configuration changes using the Admin Tool.