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October 2022

Producer Frequently Asked Questions (FAQs)

Retail Producer Portal Guide: Broker On-exchange Enrollment Solution Powered by HealthSherpa

The Retail Producer Portal now offers a broker-assisted On Exchange enrollment solution to meet the needs of their clients. Powered by HealthSherpa, this flow will allow brokers to quote and enroll their clients exclusively in Blue Plans, via the Enhanced Direct Enrollment pathway.

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Registering / Login and Client Listings

Q1) Will our producers have to register with / log into RPP to get access to our Broker On Exchange Enrollment Solution?

A: Yes, producers will have to login to RPP to access the RPP White Label tool for On Exchange enrollments.

Q2) Do I need to be appointed with my state's Blue Cross and Blue Shield plan to use RPP and the HealthSherpa Broker On Exchange Enrollment Solution?

A: Yes, please complete your producer onboarding process before you attempt to register for RPP and our HealthSherpa Solution.

Q3) How do I decide which account type applies to me (create solo agent, create a new agency account, join an existing agency)?

A: If you are not part of a larger agency, select "Create solo agent" (most common choice).

- If you are **part of an agency**, consult with your agency as an agency account may have been set up.

- If it has, then a join code will be provided and you should select "Join an existing agency".

- If you are unsure, then select "Create solo agent". You can always join an agency at a later date.

- If you are an **administrator at an agency** and would like to have special features and functionality, like shared access to leads and clients and special privileges for administrators, then you should select "Create a new agency."

Q4) If an agent/broker already has a HealthSherpa Marketplace account, do they need to create a new account for the Broker On Exchange Enrollment Solution?

A: Yes. A new account will be needed to access and use the RPP Broker On Exchange Enrollment Solution. Agents/Brokers will have to use a different email address from the email address used for their Marketplace account.

Q5) If an agent/broker already has a HealthSherpa Marketplace account, will their Marketplace client information/records map over to the Broker On Exchange Enrollment Solution?

A: No. Since the accounts are separate, the client information/records are separate. There is an ability to import these records. If an agent /broker is interested, please refer them to the following guides to export and import via HealthSherpa.

- **Exporting Clients:**
 - <http://faq.healthsherpa.com/en/articles/2789555-exporting-your-book-of-business>
- **Importing Clients:**
 - <http://faq.healthsherpa.com/en/articles/2789488-importing-clients-and-leads>

Processing Times and Express Links

Q6) How will the On Exchange Enrollment records from the Broker On Exchange Enrollment Solution flow into RPP?

A: No change to this process, these are On Exchange Enrollments and will flow to RPP in the same manner as any On Exchange enrollment when the record is sent over from the CMS Marketplace.

Q7) If an agent is certified for 2022PY but has yet to finish their 2023 CMS Certification, what happens?

A: Please remember that certification is required for the plan year of the enrollment being completed. If you start an enrollment before your certification has been confirmed, this can impact your compensation. Additionally, CMS will deactivate your FFM account, which will prevent you from assisting clients until your 2023 certification has been completed.

Q8) How much time is needed to complete the ID proofing process?

A: This process happens in “Real Time” so status will be available immediately.

Note: If Experian cannot verify your information (very rare), you’ll see a message with a number to call for assistance.

Q9) Can an agent/broker use the RPP generated Quote or Express links with this tool?

A: No, the RPP Quote and Express links will still redirect their clients to RSC to complete the quoting and enrollment process. However, within the Broker On Exchange Enrollment Solution powered by HealthSherpa, HealthSherpa provides a customizable enrollment website where your clients can self-enroll. If a producer would like to learn more, please refer them to the following URL:

<http://faq.healthsherpa.com/en/articles/2789558-using-your-direct-link>

Available plans

Q10) Does the Broker On Exchange Enrollment Solution display other Carrier's Plans?

A: No, it will only display HCSC's On Exchange Plans for the state(s) in which you are appointed to sell.

Q11) Will this RPP White Label Solution offer Off Exchange Plans and enrollment?

A: No, HealthSherpa's site does not offer HCSC's Off Exchange plans. Continue to use RPP Enrollment Feature for Off Exchange enrollments.

Q12) What states is this Broker On Exchange Enrollment Solution available for within RPP?

A: IL, TX, OK and MT only. For NM, RPP will still be redirecting to the NM State Based Exchange (BeWellnm.com).

Support

Q13) How do I contact HealthSherpa for support?

A: You are able to contact their Agent Support team by phone, email or chat.

- Phone: (888) 684-1373
 - OE Hours [Nov. 1 through Jan. 15]
 - Weekdays: 6am – 5pm PST
 - Saturday and Sunday: Closed
 - Post-OE Hours [Jan. 16 through Oct. 31]
 - Weekdays: 8am – 4pm PST
 - Saturday and Sunday: Closed
- Email: agent_support@healthsherpa.com
- Chat: Click the chat icon in the bottom right corner of your Dashboard.