AGA Application Submission Methods

Agenda

- ✅ Suggested Methods

- ✅ Faxing in your Applications

- ✅ Submitting through our Mobile App

- ✅ Submitting via Desktop

- ✅ Frequently Asked Questions

- ✅ Questions?

Suggested Methods

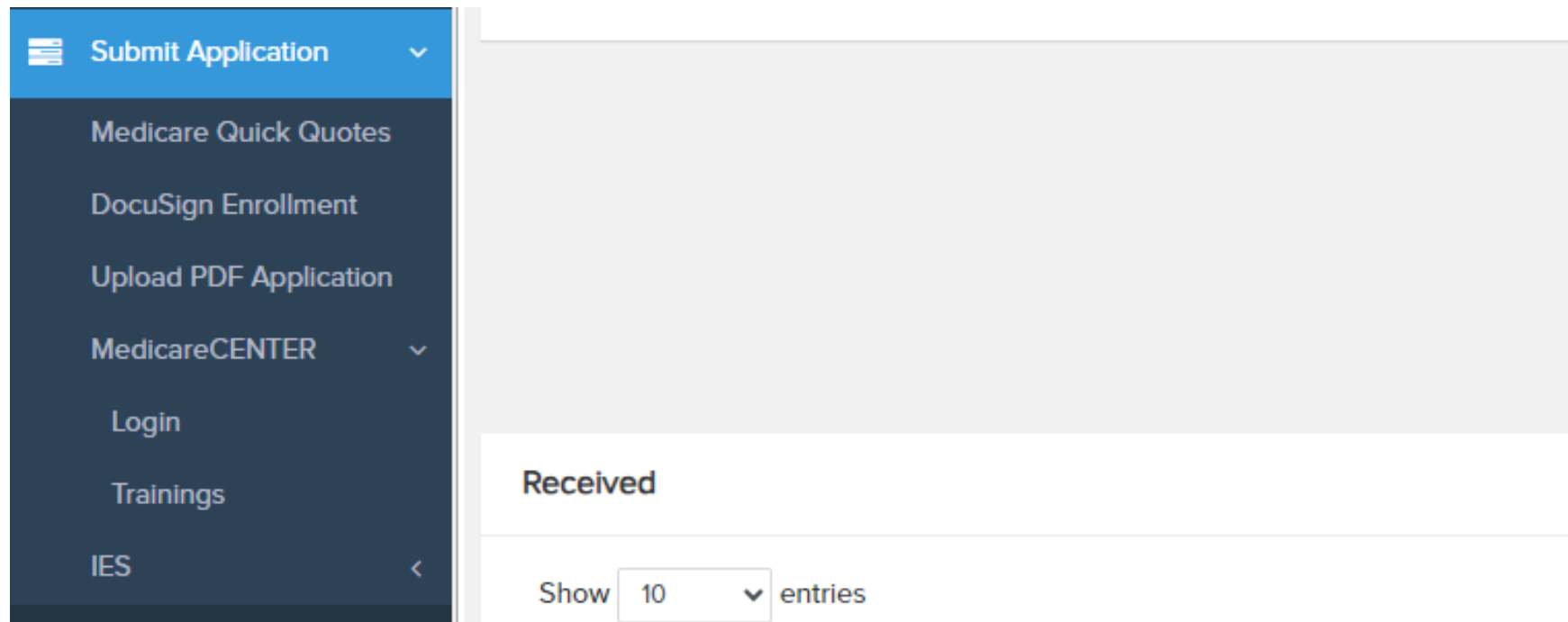# There are three ways to submit your application to AGA:

1 MedicareCenter

2 Fax

3 Snap & Submit via our AGA mobile application
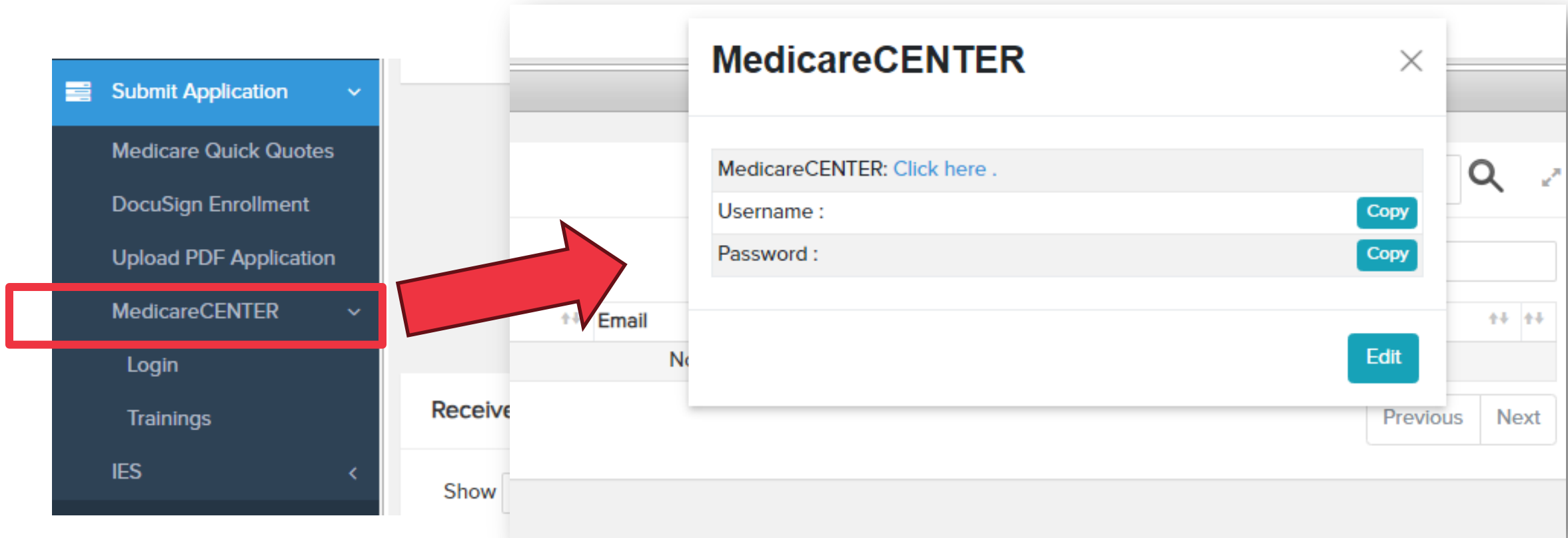
4 AGA Agent Portal

Using MedicareCenter

1. MedicareCenter

Log in to the Agent Portal and on the left navigation, go to "Submit Application"

Click on "MedicareCenter". You will find your login information and the link.

Once you are on the MedicareCenter page, click "Get Started" to login.

MedicareCENTER

MedicareCENTER: Click here .
Username :
Password :

Medicare CENTER

A More Advanced Agent Experience

MedicareCENTER is a powerful, easy-to-use system built to help agents serve clients better and take control of their workflow. MedicareCENTER brings together the most important agent activities in one place, helping to deliver better outcomes.

➤ GET STARTED

PLATFORM ˅   TECHNOLOGY ˅   CULTURE ˅

Training

Additional trainings for MedicareCenter are available to understand the features!

Faxing in your Applications

2. Fax

You will need:

- ✅ **Fax machine**
  Our fax number is 1-877-240-3095

- ✅ **AGA Enrollment Coversheet**

- ✅ **Written application**

AGA Enrollment Coversheet

Please have this sheet ON TOP of each application you submit via fax.

Enrollment Cover Sheet

Fax to: **1-877-240-3095**

- [ ] Initial Submission
- [ ] Re-fax
- [ ] Re-sending Missing Pages
- [ ] Broker Direct/AGA Copy

Agent _____ Proposed Effective Date _____

Member First Name _____ Member Last Name _____

Carrier _____ State ____ Plan Name _____

Medicare Number _____ Medicaid Number _____

Member Email _____

Doctor Name _____ PCP Number _____ [ ] Existing Patient?

Medical Group _____ [ ] Existing Patient?

LEAD SOURCE

- [ ] Self-Generated
- [ ] Medical Group Generated
- [ ] Direct Mail Response
- [ ] Carrier Lead
- [ ] Doctor Generated
- [ ] Pie Event Date: _____ Location: _____
- [ ] Non-pie Event
- [ ] T-65 Event Date: _____ Location: _____

NOTES

LAST UPDATED: 06032019JT
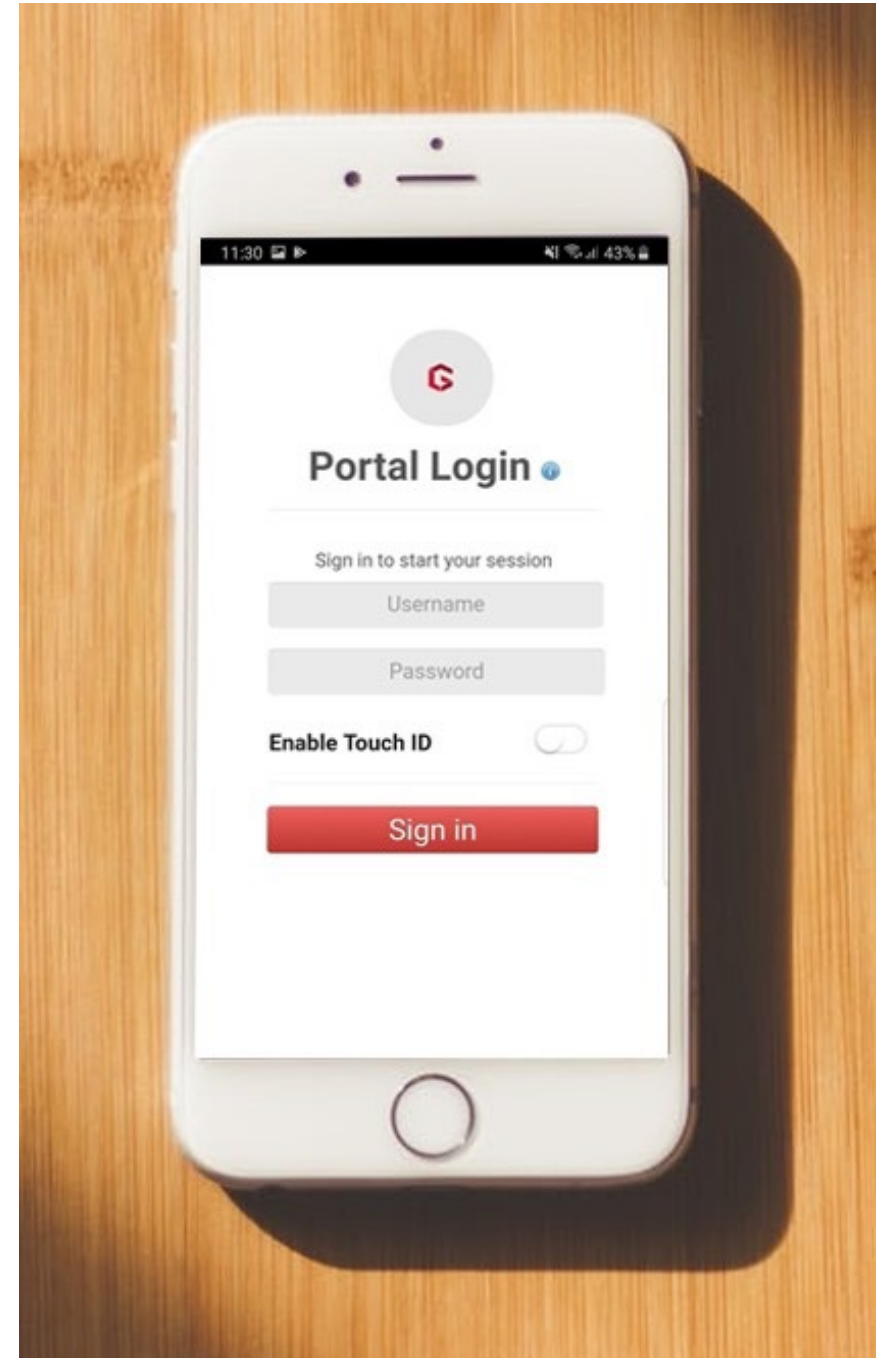
Submitting through our Mobile App

3. Snap & Submit

You will need:

- iPhone or Android mobile device

- Your AGA Agent Portal login
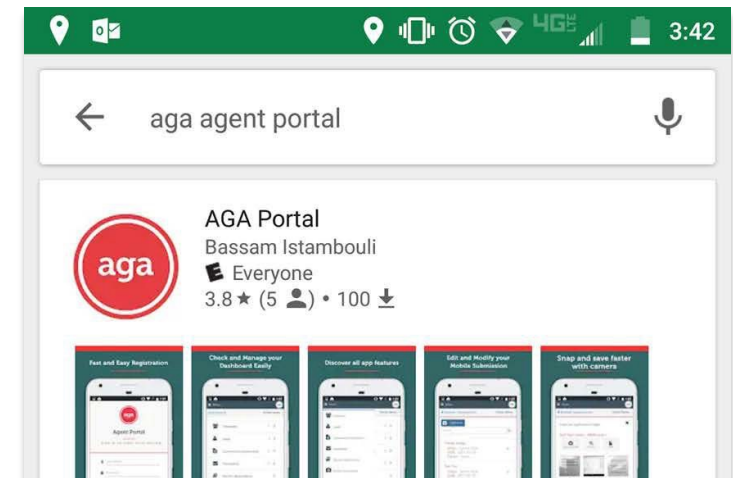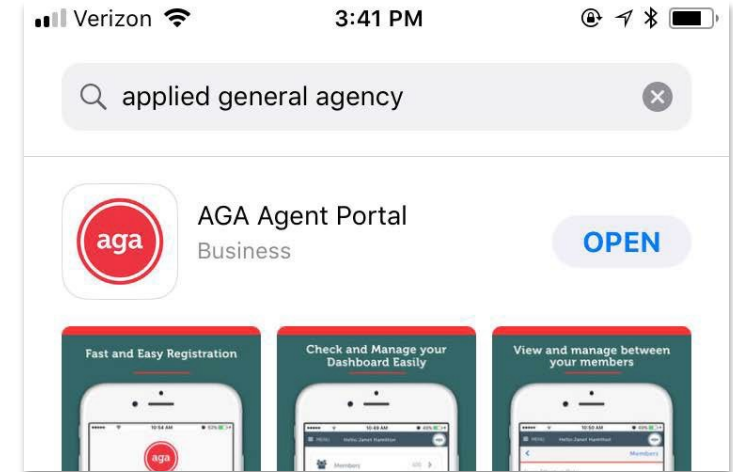
- AGA Enrollment Coversheet

- Written application

Finding the App

Use your device's app store

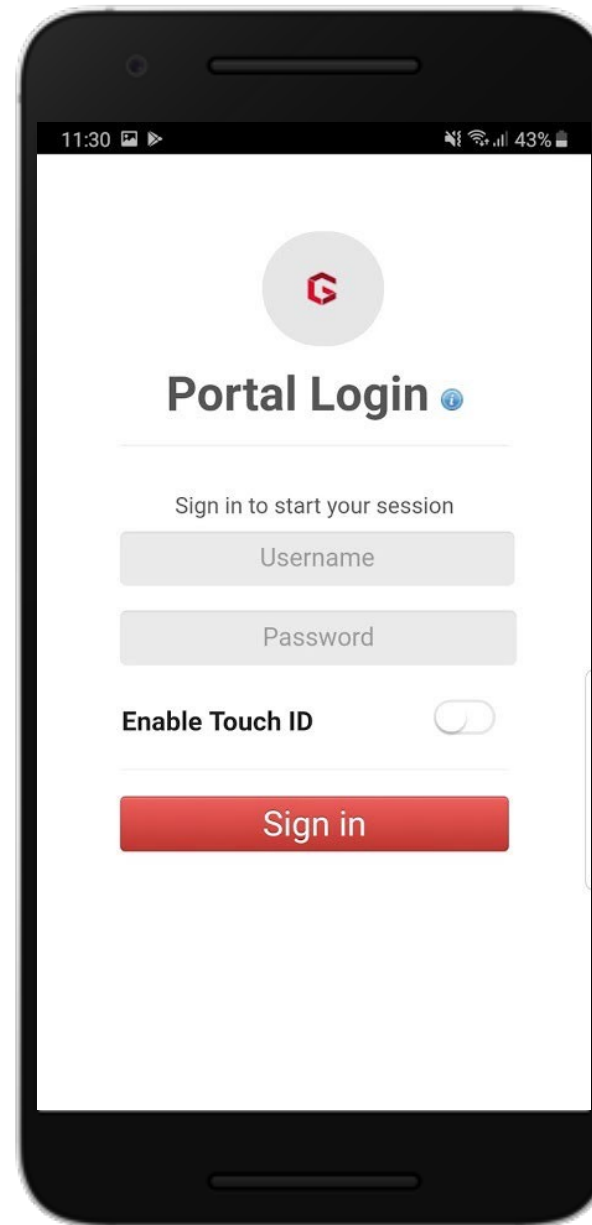✅ **Apple App Store**
Search "Applied General Agency"

✅ **Google Play Store**
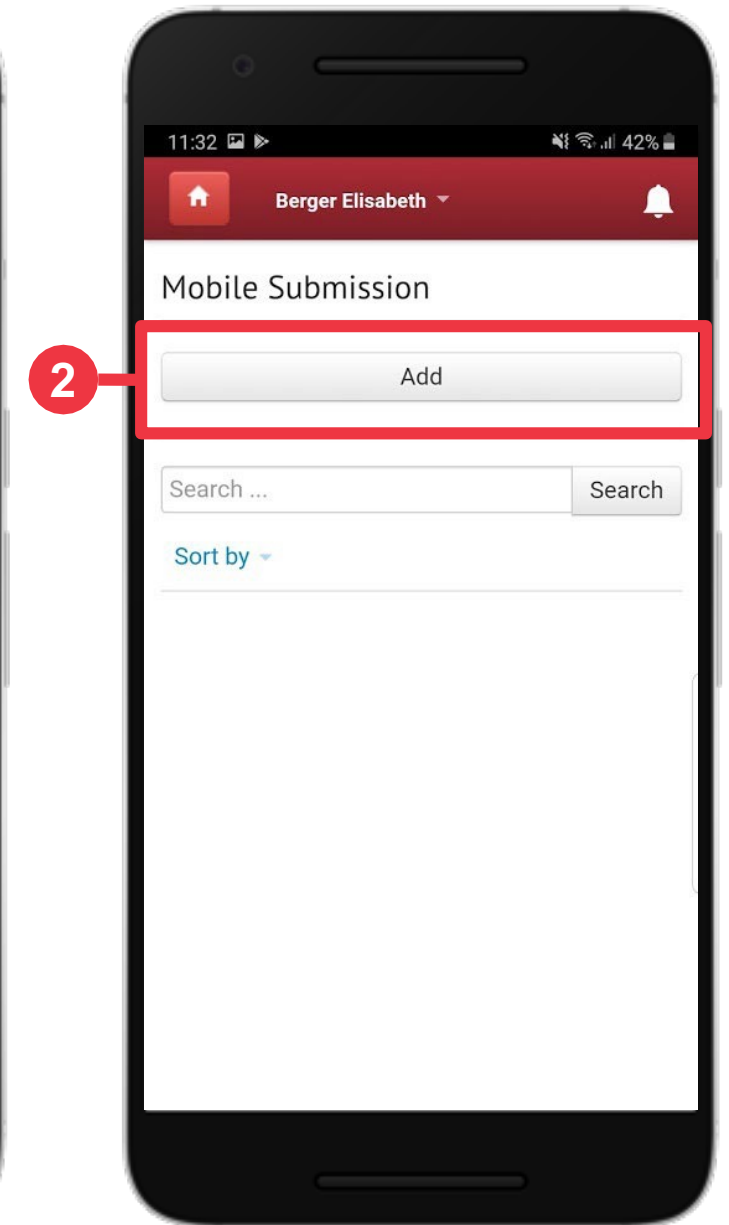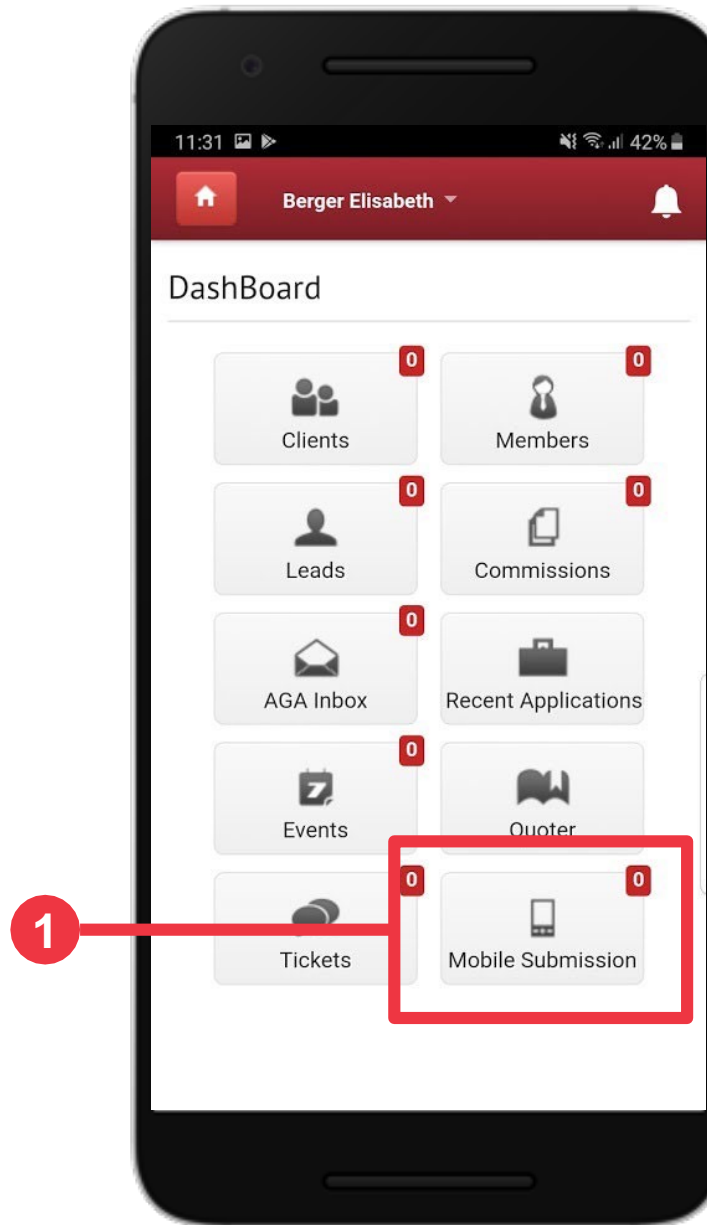**Search "AGA Agent Portal"**

Logging In

✓ **Enter the same username and password you use for the desktop version of the Agent Portal**
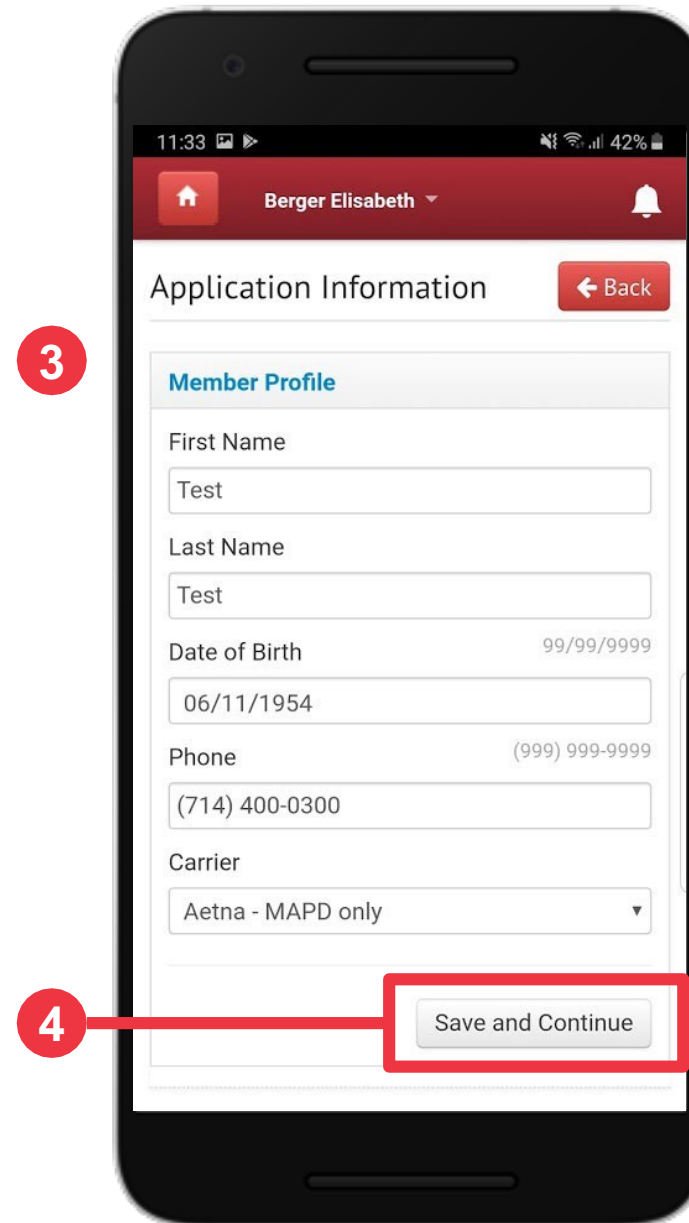
Using the App

1. Once logged in, tap **Mobile Submission**

2. Tap **Add** to start inputting the written application

Using the App

(cont.)

③ **Input all information for your member, including:**

- First Name
- Last Name
- Date of Birth
- Phone Number
- Carrier Chosen

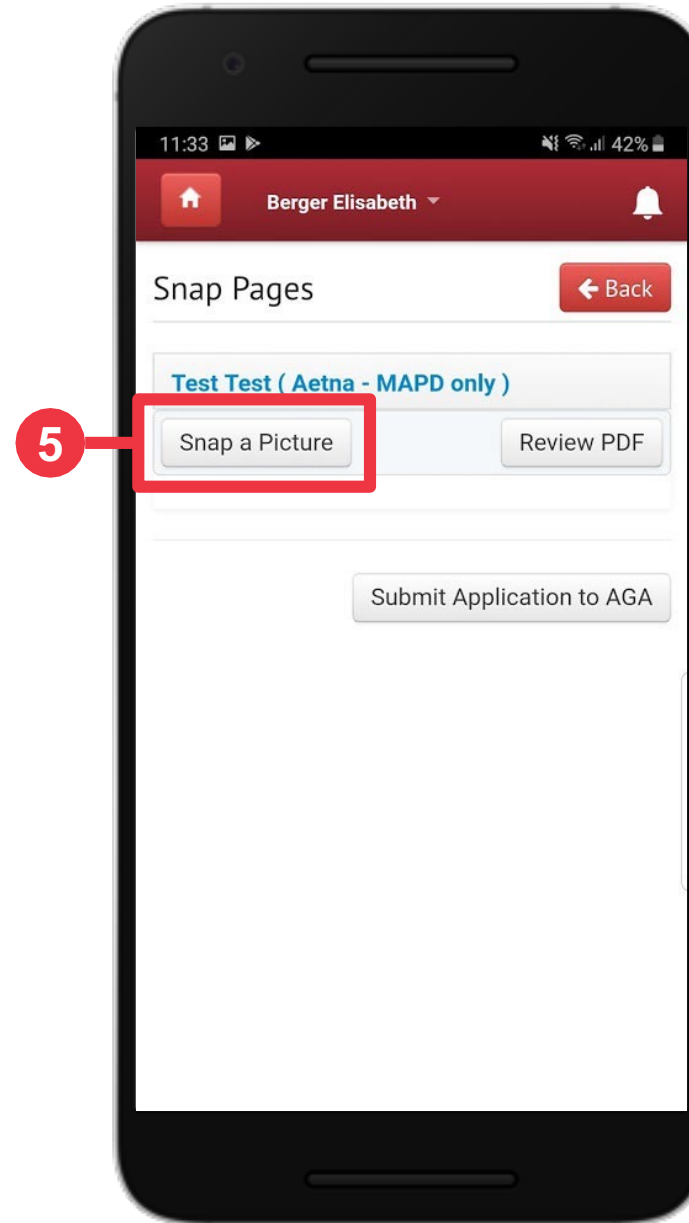**④** **Tap Save and Continue**

Using the App

(cont.)

5 Tap **Snap a Picture** to begin taking images of the written application

IMPORTANT: Please have the **AGA Enrollment Coversheet** included in your images.
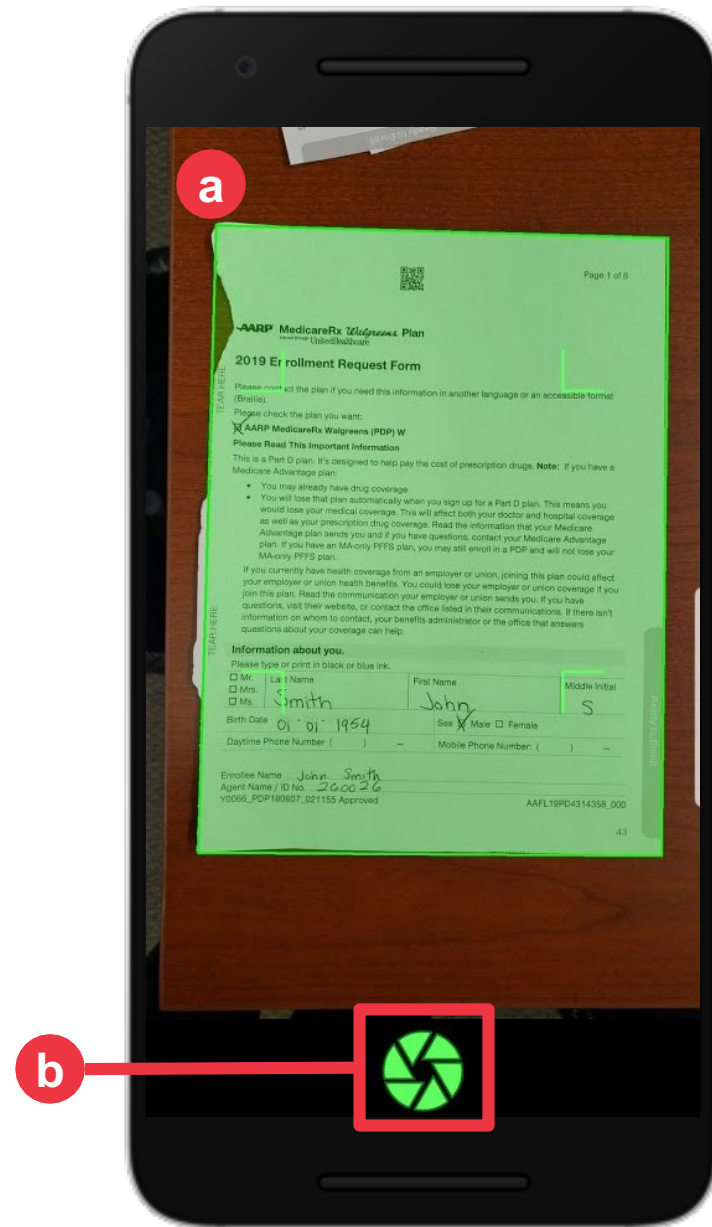
Using the App

(cont.)

6

a Android: Align your application within the green box

b Tap the **Green Camera Shutter** button to snap the application

You may crop the image to your liking or continue as is by tapping **Next**

Using the App

(cont.)

6 **iOS: Align your application within the blue highlight and tap the white button to snap your photo**

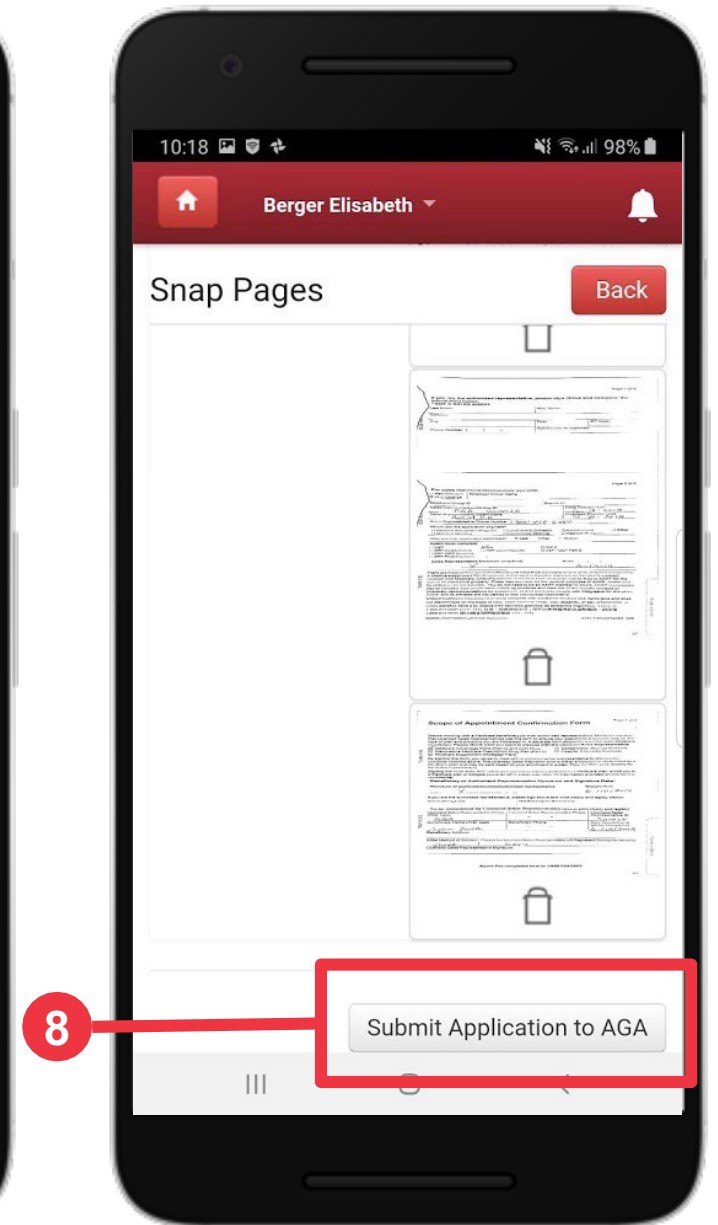**c** **Adjust the blue circles to each corner of the page**
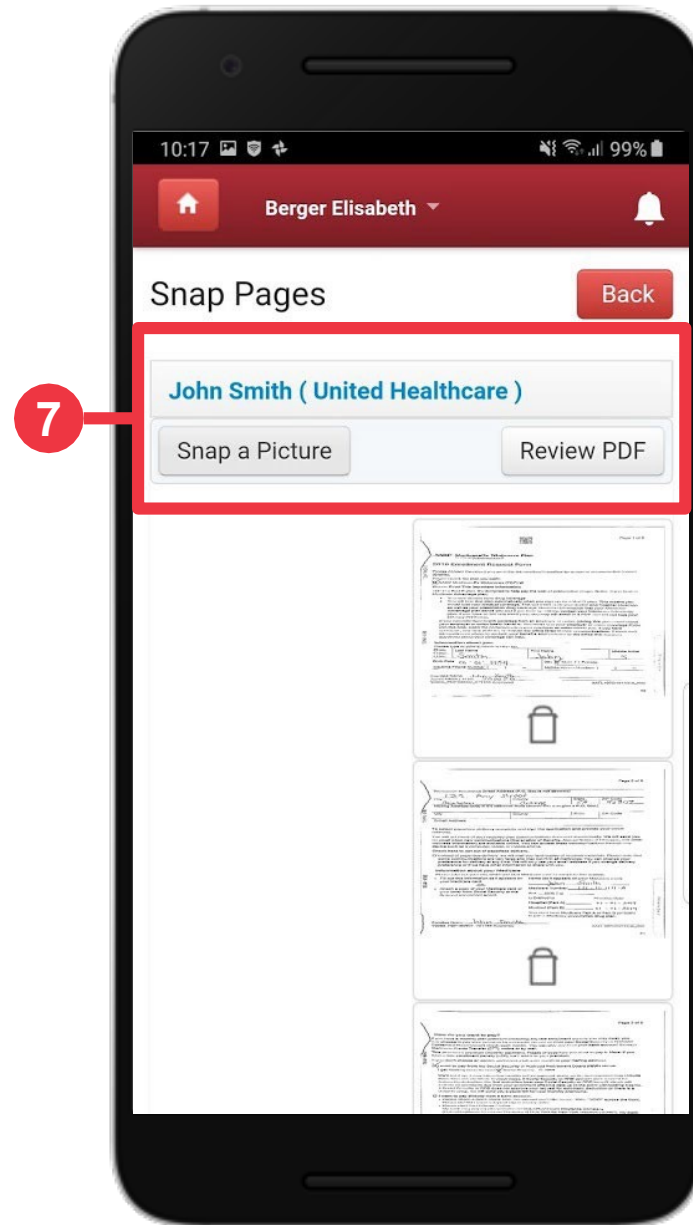
d Tap **Done**
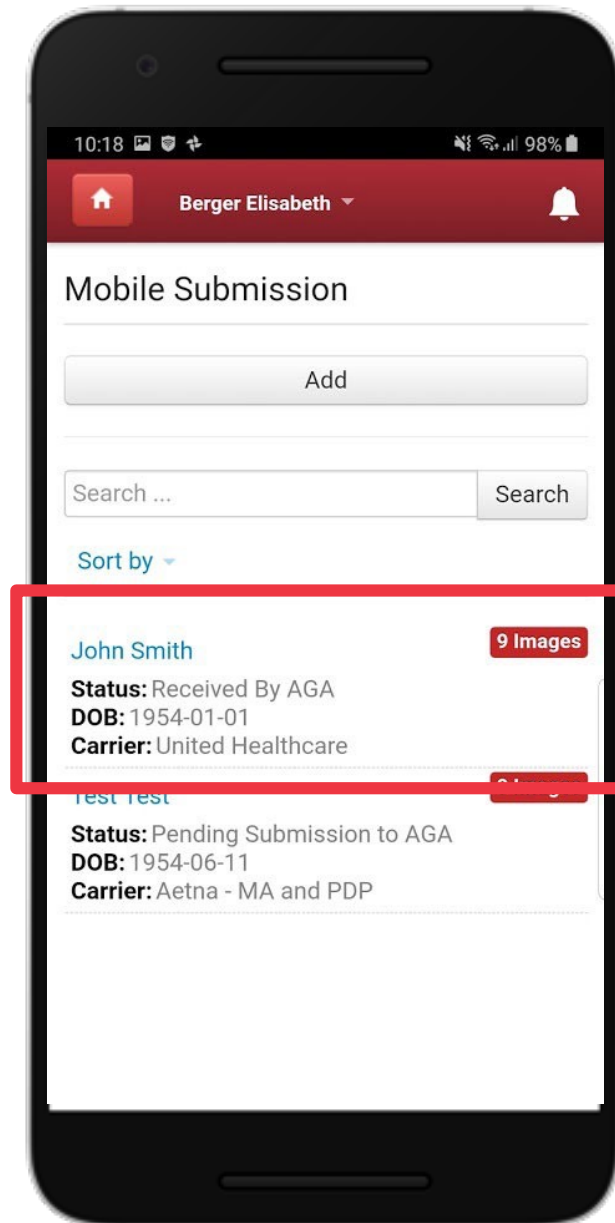
e Tap **Next**

Using the App

(cont.)

7 You will be able to review and retake the photos as needed

8 Once you have taken a picture of EACH PAGE of the application, tap **Submit Application to AGA** once you are ready and finished

Using the App
(cont.)

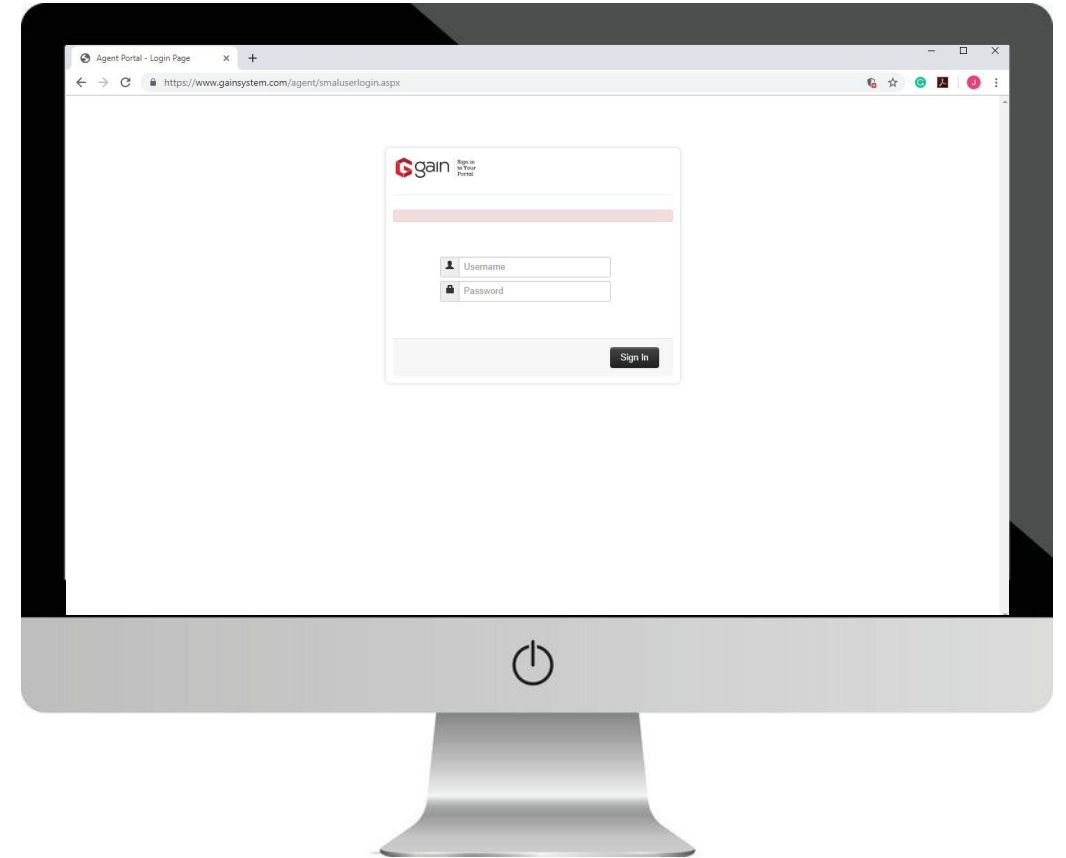**9** **You can now see your newly-submitted application in your Agent Portal**
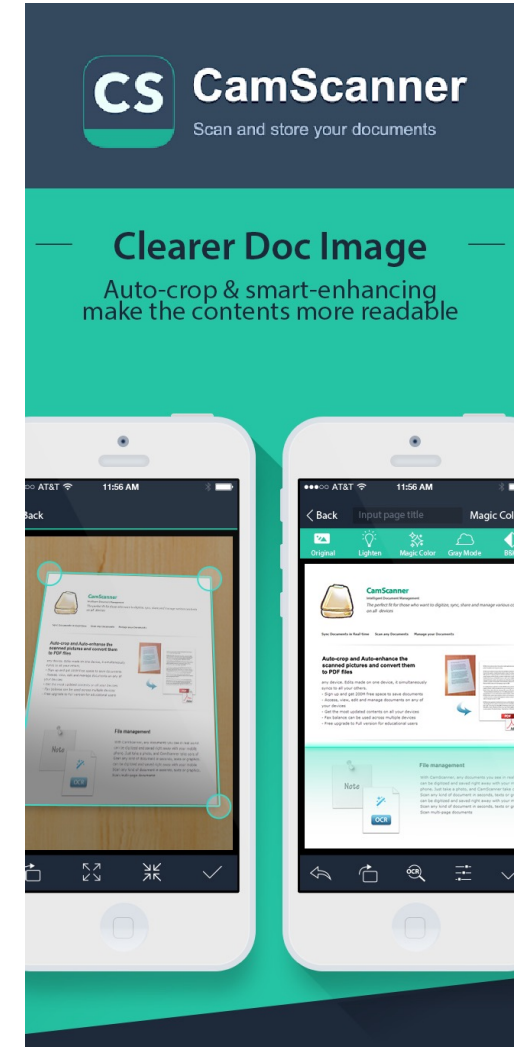
Submitting via Desktop

3. AGA Agent Portal

You will need:

- ✔ **Scanner**

- ✔ **Laptop or computer**

- ✔ **Internet connection**

- ✔ **Your AGA Agent Portal login**

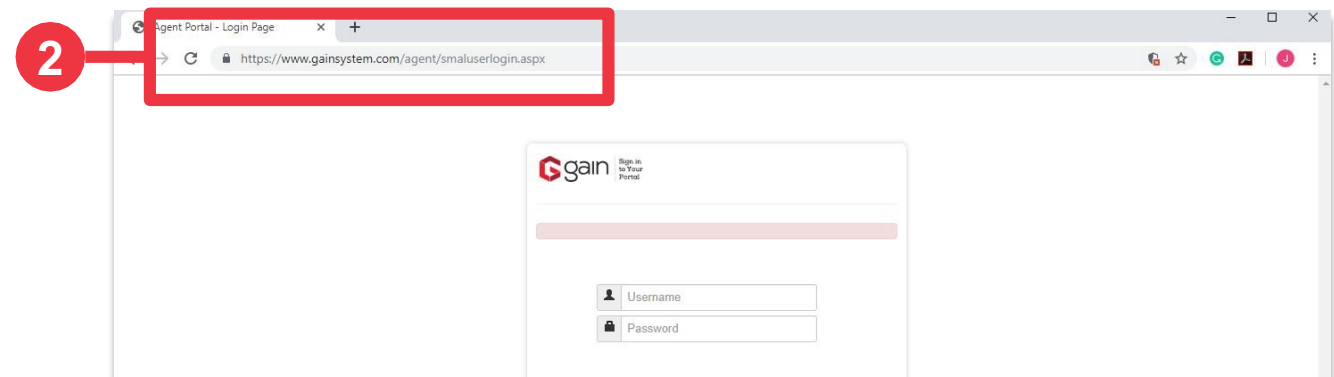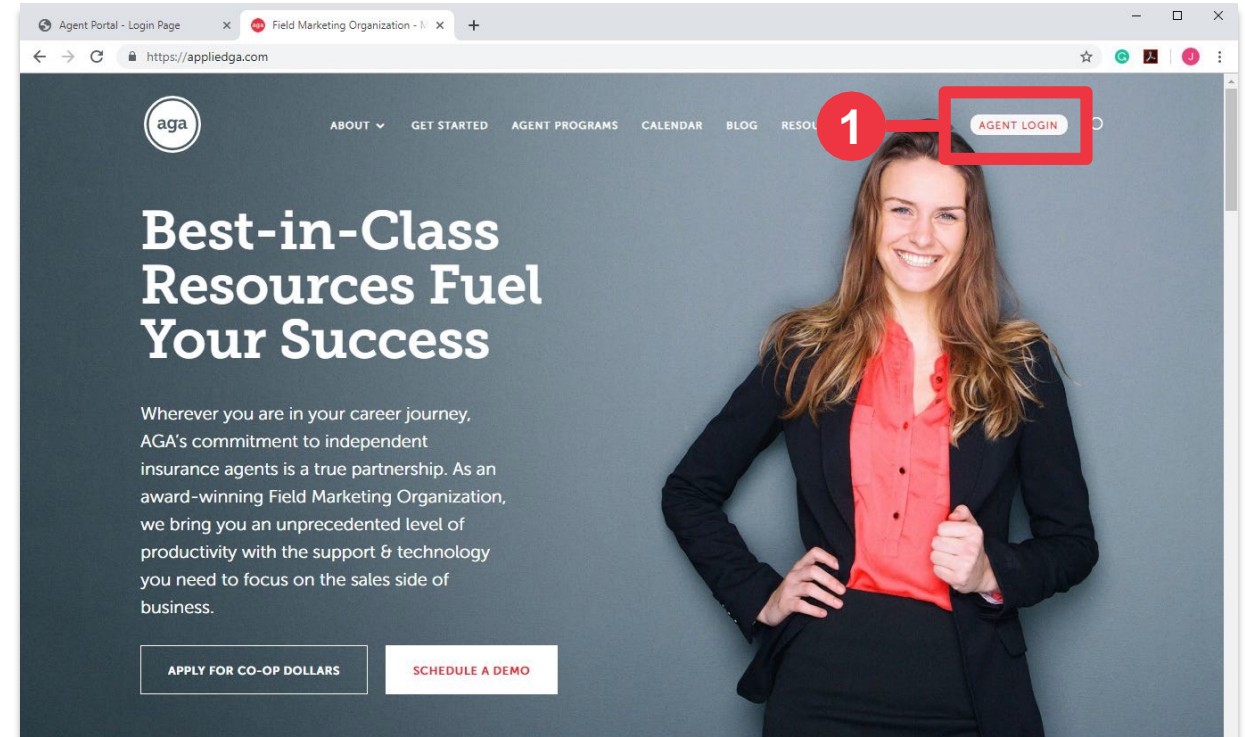- ✔ **AGA Enrollment Coversheet**

- ✔ **Written application**

Setting up

**Please have your written application scanned to your computer in a PDF format.**
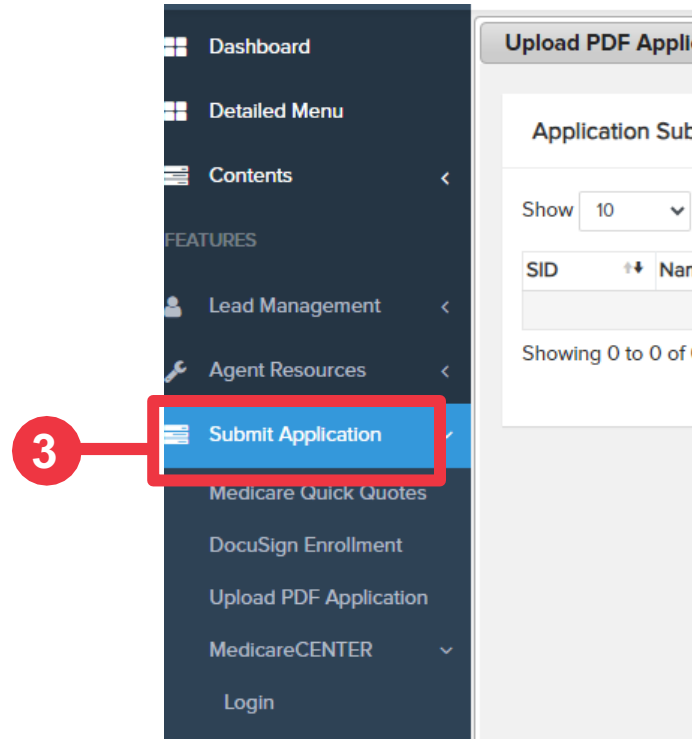
Logging In

1 You can find the login portal on our website, www.appliedga.com;

2 Or use the link: www.gainsystem.com/agent/smaluserlogin.aspx

✅ To log in, enter your designated username and password

Application Submission

3 On the left side navigation menu, click **Submit Application**

4 Then, click **Upload PDF Application**
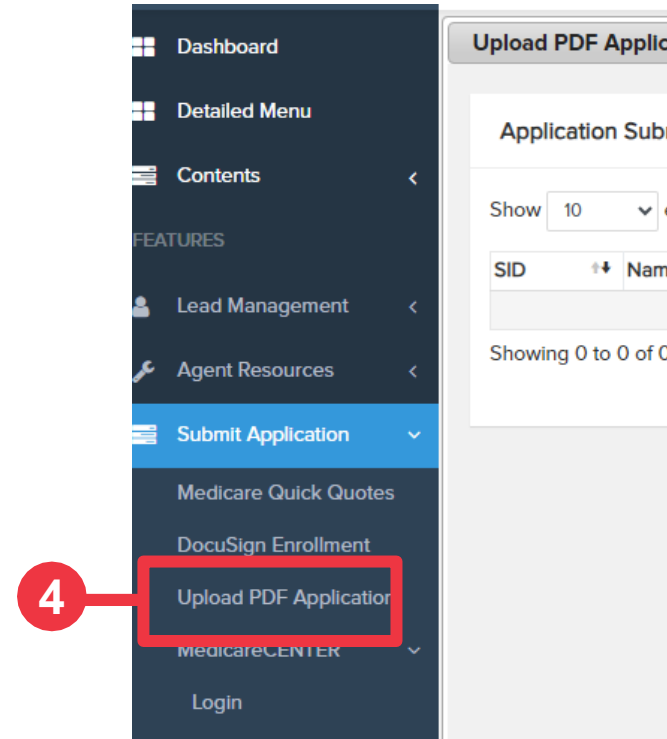
Application Submission
(cont.)

5   Click **Add New** to create a new application

Application Submission

(cont.)

6 **A pop-up box labeled Create Application will appear and input all information for your member, including:**

- First Name
- Last Name
- Date of Birth
- Phone Number
- Carrier - If carrier is not listed, please select any as Submissions does not see this information.
  - Only select the Direct Submission Box if the application has been submitted direct to the carrier.

7 **Click Save and Continue**

6

Create Application ✕

First Name | Last Name
John | Doe

Date of Birth | Phone Number
04/01/1900 | (555)555-5555

Carrier | Direct Submisson
United Healthcare ⌄ | ☐

7 → Save And Continue

Application Submission
(cont.)

8 You will see your application in the table; however, it is not complete yet

9 Upload your written application that you have scanned by clicking **Attach**

IMPORTANT: Please have the **AGA Enrollment Coversheet** included with your scanned applications.

Application Submission

(cont.)

12 When you see the name of your uploaded file to the right of "Status", click **Submit Application to AGA**

13 Confirm you are ready to submit your written application to AGA in the pop-up window

Frequently Asked Questions

FAQ

What if I submit the wrong application?

- If you submit the wrong application, just start the process over and submit the correct application. Our system is set up to catch duplicates.

What if my application is incomplete by accident?

- If your application is incomplete, our team will reach out via phone and/or email to inform you about what is missing and what is needed to process your application correctly.

What if my scanner/fax skipped a page?

- If you submitted an application with missing pages, please resubmit your application.

Need assistance?

Contact the Broker Relations team!

help@appliedga.com

(800) 498-6880 Option 1

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