

What Is Inbound Sales Support (ISS)

ISS is an administrative function to support the Enrollment Request Form/application submission process, staffed by non-licensed enrollment specialists whose primary function is to support sales agents by facilitating telephonic enrollments. The telephonic enrollment option is most effective when the agent has prepared the consumer for the call prior to the enrollment. The ISS will operate from 8AM to 8 PM Eastern Time, Monday through Friday. Agents should consider the consumer's time zone in order to operate within reasonable business hours. Enrollment outside of ISS operating hours should be supported by iEnroll.

Why should I use ISS?

1. All Agents getting paid faster than if a paper application was submitted.
2. Improve auto-adjudication rates.
3. Enhanced customer experience when used appropriately.
4. Reduction of applications pending for incomplete or missing information.
5. Eliminates late applications.
6. Eliminates the need to complete and submit a paper application.
7. Improve efficiency by reducing "windshield" time between appointments.
8. Ability to produce a greater number of applications during peak selling seasons.

How do I use ISS?

1. Perform a complete needs assessment and properly qualify the consumer
2. Then, **dial 1-888-240-9165 with the consumer on the line.** ISS may be used to complete a telephonic enrollment.
3. Have the consumer's Medicare Card information available and be prepared to provide the information to the ISS Specialist.
4. Introduce yourself as the writing agent with a consumer who is ready to enroll.
5. Provide your name and writing number, the consumer's county and zip code, the plan selected and the enrollment period being used to enroll the consumer.
6. Verify consumer has access to a pre-enrollment sales kit.
7. Verify that you are not on the premises with the consumer
8. Verify that the consumer made the inbound call to the Agent.
9. Introduce the consumer to the specialist so the ISS enrollment can be completed.

What should I Expect?

1. Call should last approximately 15 minutes.
2. Remain on the line with the consumer until the call is completed.
3. Enrollment specialist **cannot** answer any plan or election period questions.
4. Consumer may not be prompted by the agent during the call.

5. Agents may not interject or assist with information during the enrollment. If they do, the plan cannot complete a Telephonic Enrollment and an alternative enrollment method would need to be used.
6. At the end of the call you will receive an application tracking number from the ISS specialist.

Helpful Tips

1. The agent must receive an inbound call from the consumer before the agent can engage ISS.
2. Prepare consumer to be able to answer all questions prior to the agent initiating the call to ISS.
3. Consumer must be able to provide the ISS Specialist the plan name, complete election period and effective date without agent assistance during the call.
4. If consumer cannot provide the necessary information to complete the enrollment without agent assistance, the call will be terminated. The Enrollment Specialist is required to terminate the call using pre-scripted and approved language.