

MedMutual Enroll Quick Tips

Online Individual & Family Health
Insurance Application



MEDICAL MUTUAL®

How do I log in?

Go to MyBrokerLink.com and log in with your username and password.

MEDICAL MUTUAL

MyBrokerLink

Login

Username*

Password*

[Forgot Username or Password?](#)

Log In

[Register as a new user](#)

Problem or difficulties?
If you encounter difficulties while using MyBrokerLink, please contact MyBrokerLink Support.

MyBrokerLink Support
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Medical Mutual
2060 East 9th Street
Cleveland, OH 44115-1355

To start a new individual application, view a list of your applications, or send new quotes to your clients, go to the Interactive Functions box and click Quote/Enroll — Off Exchange & Short Term.

MEDICAL MUTUAL

My Business ▾ Sales & Quoting ▾ Producer's Guide ▾ Order Supplies ▾ Compensation ▾ Knowledge Center ▾ Contact Us ▾

MyBrokerLink

Susie ▾

Members Groups ID Card

Name*

Enter Member Name

Search By ID

Lookup

INTERACTIVE FUNCTIONS

☒ Quote/Enroll - Off Exchange & Short Term

☐ Quote/Enroll - Individual

☒ On Exchange Quote/Enroll - Individual

☐ MA Materials Request Form

Special Broker Update December 9, 2019

◦ Introducing the New SuperDental Network

◁ Special Broker Update ▷

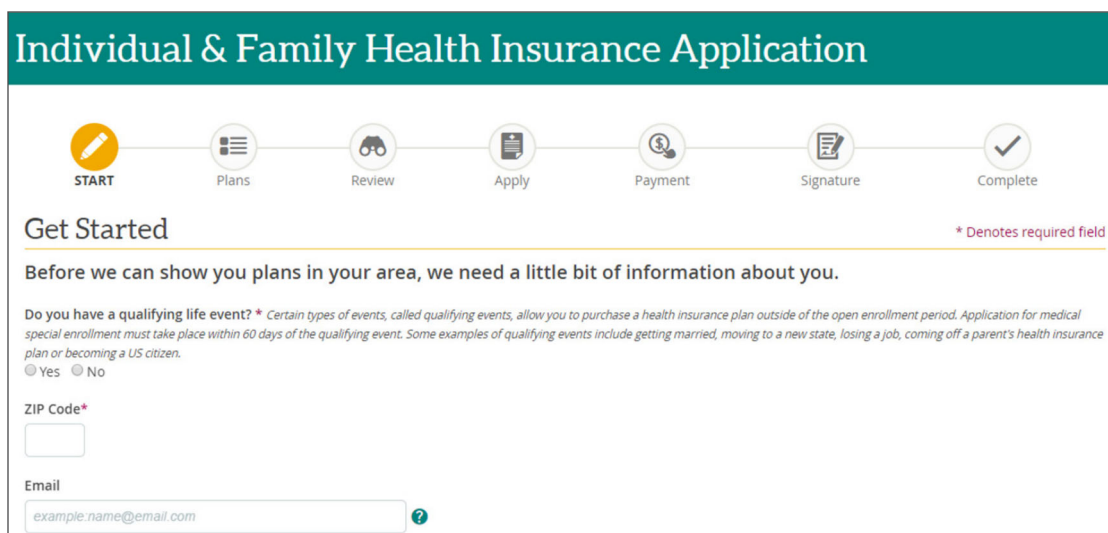
1 2 3 4 5

How do I start a quote?

On the Applications page, click the Start New Individual Application button.



This will take you to the first page of the Individual & Family Health Insurance application. Follow the application flow to review and select plans. You will have the ability to generate a quote or email a partially completed application to a client.



How do I send a quote?

To send a quote to a prospective client with rates for all available plans, on any of the available plans' pages, click the Send Quote button in the Send Information box.

ACA and short term medical plans are shown on separate tabs of the Medical Plans page. Depending on what tab you are viewing, the quote sent will contain either ACA or short term medical plans.

Individual & Family Health Insurance Application

Start PLANS Review Apply Payment Signature Complete

Medical Plans [Skip](#)

We've found the following Medical Plans in which you may be interested.

8 ACA Medical Plans 6 Short Term Plans

Send Information

Send Quote

Plan Comparison

1. Add Plan to Compare
2. Add Plan to Compare
3. Add Plan to Compare
4. Add Plan to Compare

[Compare](#)

Any plan(s) selected for the applicant will appear at the top of the page with high-level plan details displayed. Additional plans available to the applicant will display at the bottom of the page along with the monthly premiums. Confirm a valid email address is entered and click the Send Email button at the bottom of the page.

Send Quote

* Denotes required field

Here is a quote of possible plans for your application.

Applicant Email*

First Name Last Name

EFFECTIVE DATE 04/01/2020 TOTAL \$300.21 Per Month

MedMutual HMO 8150 - NE Ohio

Single Deductible \$8,150 \$300.21 Per Month

Coinsurance 0%

Single Maximum-out-of-Pocket \$8,150

Primary Care Physician Office Visits First 3 office visits, \$50 copay; additional visits, 0% after deductible

Network NE Ohio HMO

We also have the following plans available:

Medical

MedMutual HMO 6900 HSA - NE Ohio	\$309.57 Per Month
MedMutual HMO 5250 HSA - NE Ohio	\$334.23 Per Month
MedMutual HMO 8000 - NE Ohio	\$335.79 Per Month
MedMutual HMO 6500 - NE Ohio	\$369.49 Per Month
MedMutual HMO 5000 - NE Ohio	\$373.55 Per Month
MedMutual HMO 4000 HSA - NE Ohio	\$374.49 Per Month
MedMutual HMO 3000 - NE Ohio	\$395.39 Per Month

Accident/Critical Illness

MedMutual Accident 2000	\$9.12 Per Month
MedMutual Accident 4000	\$12.10 Per Month
MedMutual Accident 6000	\$14.37 Per Month
MedMutual Accident Plus 2000	\$12.06 Per Month
MedMutual Accident Plus 4000	\$15.04 Per Month
MedMutual Accident Plus 6000	\$17.31 Per Month

Dental

Dental Plan 1	\$22.33 Per Month
Dental Plan 2	\$28.58 Per Month
Dental Plan 3	\$18.67 Per Month

Vision

MedMutual Vision	\$9.10 Per Month
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< Previous [Send Email](#)

How do I send an application?

To email an application to a prospective client, go to the Personal Information page and click the Send Application button in the Send Information box.

The screenshot shows the 'Individual & Family Health Insurance Application' form, specifically the 'Personal Information' page. The form is titled 'Individual & Family Health Insurance Application' in a teal header. Below the header is a progress bar with seven steps: Start, Plans, Review, APPLY (highlighted in orange), Payment, Signature, and Complete. To the right of the progress bar is a 'Send Information' box, which is highlighted with an orange border and contains a 'Send Application' button with an envelope icon. The 'Personal Information' section includes a 'Contract Holder' header and a form with fields for First Name*, M.I., Last Name*, and Birth Date (pre-filled with 1/1/1990). Below these are fields for Social Security Number* (with a help icon) and Gender* (with radio buttons for Male and Female). At the bottom of the form are '< Previous' and 'Next' buttons.

Individual & Family Health Insurance Application

Start Plans Review **APPLY** Payment Signature Complete

Send Information
Send Application

Personal Information * Denotes required field

Contract Holder

First Name* M.I. Last Name* Birth Date
1/1/1990

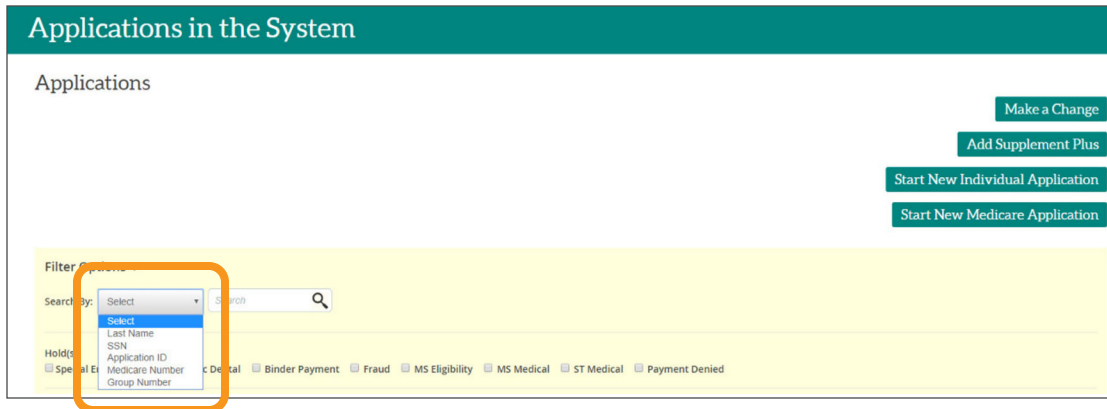
Social Security Number* ?

Gender*
Male Female

< Previous Next

How do I search for an application?

Go to the Interactive Functions box and click Quote/Enroll—Off Exchange & Short Term. On the Applications page, click the arrow next to Filter Options to access the filtering function. You can search for applicants by entering their Last Name, Social Security Number (SSN), Application ID or Group Number.



Applications in the System

Applications

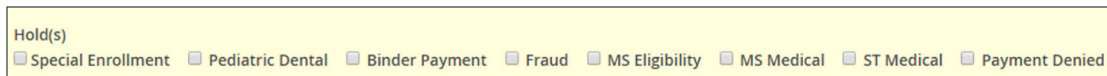
Make a Change
Add Supplement Plus
Start New Individual Application
Start New Medicare Application

Filter Options

Search By: **Select** Search

Hold(s)
☐ Special Enrollment ☐ Pediatric Dental ☐ Binder Payment ☐ Fraud ☐ MS Eligibility ☐ MS Medical ☐ ST Medical ☐ Payment Denied

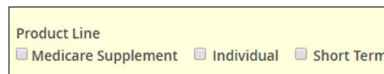
Additionally, you can filter applications by Hold type.



Hold(s)

☐ Special Enrollment ☐ Pediatric Dental ☐ Binder Payment ☐ Fraud ☐ MS Eligibility ☐ MS Medical ☐ ST Medical ☐ Payment Denied

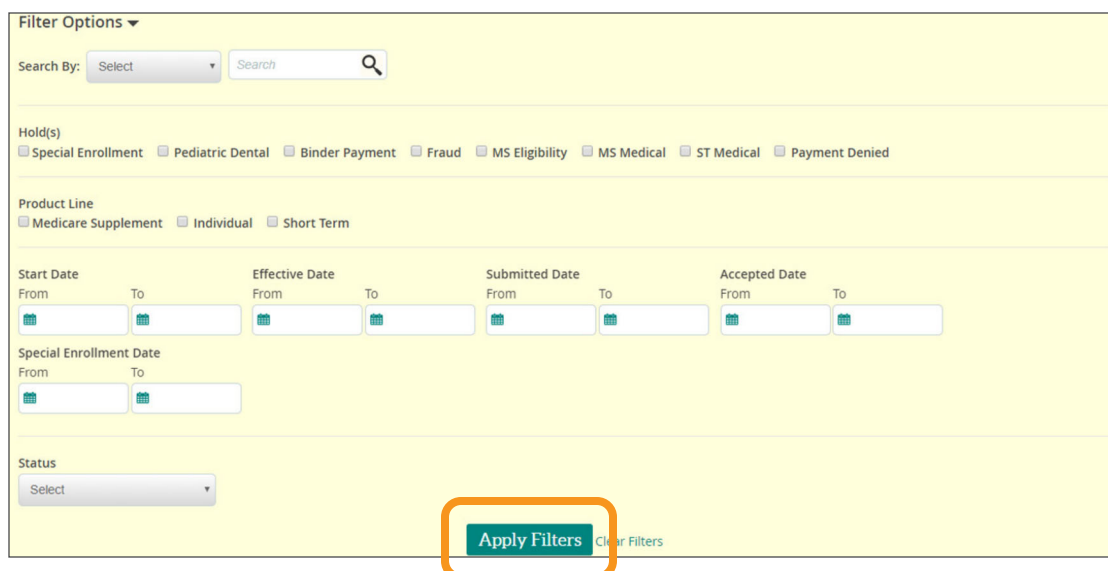
You can also filter applications by Product Line.



Product Line

☐ Medicare Supplement ☐ Individual ☐ Short Term

When you are done with selecting your filter options, click the Apply Filters button at the bottom of the menu.



Filter Options

Search By: **Select** Search

Hold(s)
☐ Special Enrollment ☐ Pediatric Dental ☐ Binder Payment ☐ Fraud ☐ MS Eligibility ☐ MS Medical ☐ ST Medical ☐ Payment Denied

Product Line
☐ Medicare Supplement ☐ Individual ☐ Short Term

Start Date
From To

Effective Date
From To

Submitted Date
From To

Accepted Date
From To

Special Enrollment Date
From To

Status
Select

Apply Filters Clear Filters

Where can an application status be viewed?

Go to the Interactive Functions box and click Quote/Enroll – Off Exchange & Short Term. On the Applications page, locate the application you are looking for. The status of the application is noted under the Status field.

Applications in the System

Applications

Make a Change

Add Supplement Plus

Start New Individual Application

Start New Medicare Application

Filter Options

Columns

1

2

3

4

5

6

7

8

9

10

...

>

<

Select

Continue

Export results to Excel

View Details	Application ID	Application Type	SSN	Group Number	Lines Of Coverage	Start Date	Submitted Date	Effective Date	Accepted Date	Special Enrollment Date	Total Premium	Contract Holder Name	Agent	Status	Hold(s)
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What do the application statuses mean?

An application can have one of the following statuses:

Accepted

The application has been accepted, and the applicant(s) will be enrolled.

Denied

The application was denied, and the applicant(s) will not be enrolled.

Expired

The application is outdated and cannot be processed.

In Process

The application has been started but has not been completed or submitted to Medical Mutual for processing.

Payment Denied

Invalid payment information was submitted with the application (i.e. expired bank account or credit card).

Payment Error

Payment could not be processed due to technical error.

Premium Adjustment Needed

After the application was submitted, but before the application was accepted, there was a change in premium due. This most commonly happens when an application effective date changes, and one of the applicants has a birthday between the old and new effective dates.

Submitted

The application has been submitted but is pending review for at least one hold type.

The screenshot shows a web application interface for filtering data. At the top, there is a 'Filter Options' section with a search bar and several checkboxes for 'Hold(s)' (Special Enrollment, Pediatric Dental, Binder Payment, Fraud, MS Eligibility, MS Medical, ST Medical, Payment Denied) and 'Product Line' (Medicare Supplement, Individual, Short Term). Below these are date range selectors for 'Start Date', 'Effective Date', 'Submitted Date', 'Accepted Date', and 'Special Enrollment Date'. A 'Status' dropdown menu is open, showing a list of application statuses: Select, Accepted, Change Overwritten, Denied, Expired, In Process, Payment Denied, Payment Error, Premium Adjustment Needed, and Submitted. The 'Submitted' status is highlighted. At the bottom, there are 'Apply Filters' and 'Clear Filters' buttons, and a pagination bar showing page 1 of 10.

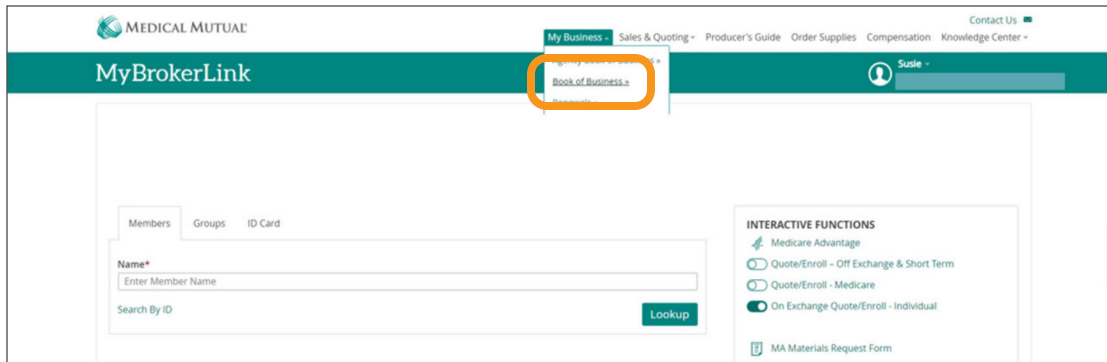
How do I create an application report?

Once you filter and sort the list of applications to meet your needs, you can click the Export Results to Excel button. A list of the applications will open in Excel.

The screenshot displays a web interface for generating an application report. At the top, there is a 'Filter Options' section with a search bar and several filter categories. The 'Hold(s)' category includes checkboxes for Special Enrollment, Pediatric Dental, Binder Payment, Fraud, MS Eligibility, MS Medical, ST Medical, and Payment Denied. The 'Product Line' category includes checkboxes for Medicare Supplement, Individual, and Short Term. Below these are date range filters for Start Date, Effective Date, Submitted Date, Accepted Date, and Special Enrollment Date, each with 'From' and 'To' fields. A 'Status' dropdown menu is also present. A green 'Apply Filters' button and a 'Clear Filters' link are located below the filters. At the bottom left, there is a 'Columns' section with a 'Select' dropdown and a 'Continue' button. On the bottom right, an 'Export results to Excel' button with an XLS icon is highlighted with an orange rectangle.

How do I send my application link to clients?

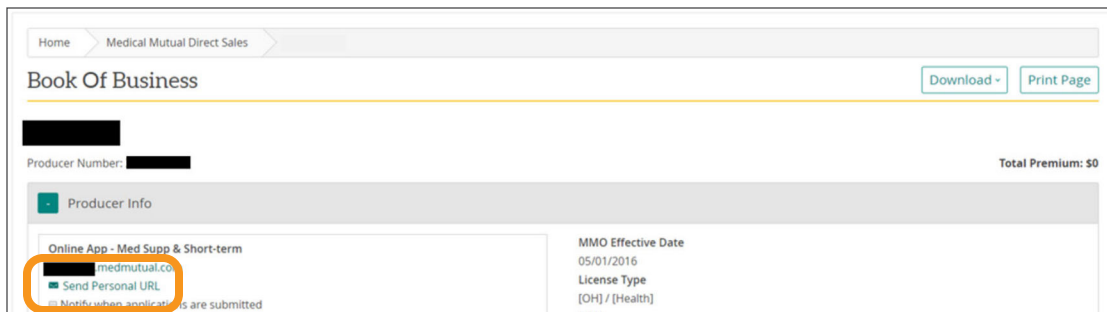
You can continue using MyBrokerLink to send your personal application link (PURL). To access your PURL, go to My Business Tab and click the Book of Business link.



On the Book of Business page, click the green box next to the Producer Info to expand it.



Under the Producer Info box, click the Send Personal URL link.



4. Fill out the email form and click the Send button to send the PURL to your client.

The screenshot shows the 'PURL Email Form' page. At the top, there is a breadcrumb trail: 'Home > Book of Business > PURL Email Form'. Below this, the title 'Email Form' is displayed. The form fields are as follows:

- From***: A text field containing a redacted email address followed by '@medmutual.com'.
- To***: A text field containing 'janedoe@mail.com'. Below this field is a note: 'To send to multiple recipients separate each email with a semi-colon'.
- Subject***: A text field containing 'Apply online for Medical Mutual coverage'.
- Message***: A text area containing the following text:
Thank you for your interest in a health insurance plan from Medical Mutual.
When you are ready, you can use the link below to apply for any of our individual health insurance plans or Medicare plans.

Below the message field is a purple button labeled 'Send', which is highlighted with an orange circle.

Your clients can use your PURL to access the MedMutual Enroll Application by selecting Individual & Family Plans on MedMutual.com and clicking the Start Here button.

The screenshot shows the Medical Mutual website homepage. The header includes the Medical Mutual logo and navigation links: 'Individuals & Families', 'Medicare', 'Employers', 'Brokers', and 'Providers'. Below the header is a teal banner with the text 'A partner to help you'. The main content area features a large image of a family with the text 'Medical Mutual can help you find a plan that meets your needs.' On the right side of the page, there is a white box with the title 'Get a Quote Online'. Inside this box, there is a dropdown menu labeled 'Type of health insurance I'm interested in:' with 'Individual & Family Plans' selected. Below the dropdown is a purple button labeled 'Start Here', which is highlighted with an orange circle.



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MedMutual.com