

## IMPORTANT ENVISIONINSURANCE CONTRACT INFORMATION FREQUENTLY ASKED QUESTIONS



*Effective October 1, 2020, EnvisionInsurance company (EIC) will be terminating its existing contracts with its network of Field Marketing Organizations, brokers, agents and agencies (collectively "Brokers") with respect to marketing and selling EIC's PDP product. Please find information below regarding this transition.*

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**Q.** Can I recertify this year for AEP?

**A.** No, there will not be any recertification or onboarding of new agents this year.

**Q.** When does my contract end with EnvisionInsurance?

**A.** All contracts will terminate effective October 1, 2020.

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**Q.** Will I get my renewals for my current book of business (BOB)?

**A.** Yes, although we will close your BOB as of October 1, 2020, renewal commissions due will continue to be paid in accordance with each Broker's agreement. In order to facilitate your status as a Broker in our system, you will need to submit your AHIP certification through a link we will be sending in a separate email.

**Q.** How can I submit my new AHIP?

**A.** You will receive a certification link to submit your 2021 AHIP and acknowledge accepted of EIC's servicing agreement for current Members.

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**Q.** Can I still enroll an IEP client in your plan for 10/1, 11/1 or 12/1 effective dates?

**A.** Yes, you may sign up your client for their IEP or if they have an SEP qualifying reason for an October 1, November 1 or December 1 effective date. You can fax in the enrollment to **844-645-0583** or enroll them on the [envisionrxplus.com](https://envisionrxplus.com) homepage by clicking on the "ENROLL NOW" icon.

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**Q.** Will I get my commission for any of the enrollments I write prior to October 1?

**A.** Yes, you will receive your commission for a new enrollment received by October 1 in accordance with your existing contract.

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**Q.** Who do we call if a client has an issue with their insurance coverage?

**A.** Members can call Customer Support at **866-250-2005** with any questions. Please note that Customer Support can only speak with the member.

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ENVISIONINSURANCE

**Q.** Will this qualify as an SEP, allowing me to move clients to another plan?

**A.** No, this does not warrant an SEP. Your clients can sign up for a new plan during AEP.

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**Q.** Can I still use the broker portal under the “Broker” tab on the EnvisionRxPlus website?

**A.** As of September 1, the broker portal on our website will be decommissioned. However, the remainder of the website will still be available for use, including all the “Resources” and “Helpful Documents” under the “Broker” tab.

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**Q.** How do I get a copy of my entire BOB for EnvisionInsurance?

**A.** After September 1, you can obtain your BOB report, Commission Statements and Application Status in ICM Callidus Cloud at <https://eic.callidusinsurance.net/ICM/>. To sign in to ICM Callidus Cloud, use your six digit writing number (starting with 01xxxx or 00xxxx) as your username and the password you created. If you don't remember your password, click on “Forgot Password” and follow the prompts. The “Reports or Statement” link is on the left side.

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**Q.** Can I still contact Broker Support?

**A.** The Broker Support phone line will be discontinued in the near future, but we are will remain available to answer question by email at the following address: [EnvisionBrokerSupport@Envisionrx.com](mailto:EnvisionBrokerSupport@Envisionrx.com).