Clover Health

Get Help From the Agent Experience Team

Contact Agent Experience
Phone: **1-855-979-2236**
Email: **agents@cloverhealth.com**

Try finding your answers first using the Agent Portal self-service search tools at **account.evolvenxt.com**.

Agent Experience can help you with:

- **Provider and formulary lookup**
- **LIS eligibility lookup**
- **Benefits and plan information**
- **Application status lookup**
- **Agent of record verification**
- **Resolution or escalation of administrative issues**
- **EvolveNxt: Agent assistance**
- **General inquiries (ordering sales materials, training, etc.)**

Agent Experience *cannot* help you with:



- **Member issues (including billing)**
- **Over-the-counter (OTC) item catalogs and order requests**

The member must call Member Services for the following inquiries:

- PCP changes
- Pharmacy issues
- Premium billing/claim issues
- Disenrollment issues (such as a member receiving a letter/call from Clover Health)
- Requests for member materials (ID cards, OTC catalogs, etc.)

Member Services will not answer agent questions unless the member is present and gives consent. Member Services can be reached at **1-888-778-1478 (TTY 711) 8 am–8 pm, 7 days a week***.

Important Note:

For additional inquiries, please email your request to **enroll@cloverhealth.com**.

While our Agent Support team is here to assist with issues related to Clover Health, it is not a replacement for your own administrative and support teams. In most cases, agents should first seek help from their FMO/upline for troubleshooting. As always, we will be here to support your agency if the issue requires our assistance.

Agent Help Overview

Will Agent Experience be able to answer my commission questions?
Agent Experience can help you with basic commission topics, such as pay dates. For more complex commission questions, please contact our Commissions team at **commissions@cloverhealth.com**. Your question(s) will be answered within 3 business days.

Can Agent Experience help with member issues?
Unfortunately, no. Agent Experience doesn't have access to member records. The member should call Member Services for assistance at **1-888-778-1478 (TTY 711)**. Please note that if an agent calls member services on behalf of a member, the member must be present with them.

Can Agent Experience speak to my client on the phone?
No. Agent Experience is not allowed to speak directly to clients or members due to CMS regulations.

My client is a Clover Health member, and I lost their information. Can Agent Experience give me the information?
Per HIPAA guidelines, Agent Experience cannot give out a member's personal information.

I'm a new agent looking to sell Clover Health. Where do I start?
Please reach out to **contracting@cloverhealth.com** to get more information on selling Clover Health plans.

Now that I am a contracted agent, what are the next steps?
Complete the annual certifications in EvolveNxt. **EvolveNxt** is Clover Health's certification platform. For agents to become certified to sell our Medicare Advantage products, they are required to pass our annual Certification Program through the EvolveNxt online certification link.

Can you help me with a formulary search?
Yes, and you can also search Clover Health's formulary at **cloverhealth.com/formulary**.

How do I order sales materials and use the agent marketing portal?
Once you're ready to sell as a Clover Health agent, you can request access to Clover Health's agent marketing portal at **materials.cloverhealth.com**. Through the portal, you can order enrollment kits, brochures, and more.

For more information or answers to common questions, please visit:
Agent FAQ **cloverhealth.com/brokers/frequently-asked-questions**
Helpful Resources for Agents **cloverhealth.com/brokers/helpful-resources**

Clover Health Important Contacts

Commission Assistance
commissions@cloverhealth.com
Expect a response within 3 business days.

Contracting Team
contracting@cloverhealth.com

Application Status
enroll@cloverhealth.com

Member Services
1-888-778-1478
8 am–8 pm, 7 days/week*

Agent Experience
agents@cloverhealth.com
1-855-979-2236
9 am–6 pm EST, Monday–Friday
There will be extended hours offered during AEP.

*Between April 1 and September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays for Member Services.

Clover Health is a Preferred Provider Organization (PPO) and a Health Maintenance Organization (HMO) with a Medicare contract. Enrollment in Clover Health depends on contract renewal.