

Clover Health

Getting Help from the Broker Experience Team

Broker 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**
- **Miramar:Agent assistance**
- **General information, such as ordering sales materials, commissions, and trainings**

*If you need further verification after using Clover Health's self-service search tools, please contact Broker Experience at 1-855-979-2236 or brokers@cloverhealth.com. For any information related to members, brokers must provide a valid MBI# to enable Clover Health to look up the request.



Broker Experience *cannot* help you with:

- **Member issues (including billing)**
- **Prospects wanting to inquire about or join Clover Health plans**
- **Over-the-counter (OTC) item catalogs and order requests**
- **Ordering ID cards if it involves a change to the member address**



You must have the member call Member Services for the following kinds of help.

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

- PCP changes
- Pharmacy issues
- Premium billing/claim issues
- Disenrollment issues, such as when a member receives a letter/call from Clover Health

Broker Experience can assist with up to 3 cases. If you have additional lookups or questions you must email your request to cvgenroll@cloverhealth.com. Please note, while the Broker Support team is available for agents to help resolve issues in working with Clover Health, it should not be used as a substitute for your agency's own administrative and support teams. In many cases, Clover Health will advise agents to troubleshoot issues with their own FMO/upline first before turning to Clover Health. In the event that Clover Health does need to become involved in resolving the issue, we would prefer to work directly with our administrative or operational counterpart at your agency rather than provide an answer directly to the agent which may conflict with information or guidance that your agency has already shared.

Frequently Asked Questions about Broker Experience

Will Broker Experience be able to answer my commission questions?

Broker Experience can help you with basic commission topics, such as pay dates. Any other commission questions should be directed to our Commissions team at commissions@cloverhealth.com. Your question(s) will be answered within 3 business days.

Can Broker Experience help with member issues?

Unfortunately, no. Broker Experience doesn't have access to member records. The member should call Member Services for assistance at 1-888-778-1478 (TTY 711).

My client is a new member and has not received their Clover Health ID card. Can I order a card through Broker Experience?

Broker Experience can only request new ID cards if the member address Clover Health has on file is correct. If the member needs to correct or change their address, then the member should call Member Services to make the changes and place an ID card order.

Can Broker Experience speak to my client on the phone?

No. Broker 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 Broker Experience give me the information?

Per HIPAA guidelines, Broker Experience cannot give out a member's personal information.

I'm a new broker 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 broker, what are next steps?

Complete 2022 certifications on Miramar:Agent. [Miramar-agent.com](https://miramar-agent.com) is Clover Health's certification platform. For brokers to become certified to sell our 2021 Medicare Advantage products, they are required to pass our 2022 Certification Program through the Miramar:Agent online certification link.

Can you help me with formulary search?

[Click here for Clover Health's formulary](#). Clover Health also offers this step-by-step [Formulary Guide](#) to help you navigate the formulary and look up information.

How do I order sales materials and use the broker portal?

Once you're ready to sell as a Clover Health broker, you can request access to [Clover Health's broker portal](#). Through the portal you can order enrollment kits, brochures, and more.

For more information or answers to common questions, please visit:

Broker FAQ cloverhealth.com/brokers/frequently-asked-questions

Helpful Resources for Brokers cloverhealth.com/brokers/helpful-resources

Clover Health Important Contacts

Commission Assistance

commissions@cloverhealth.com

Contracting Team

contracting@cloverhealth.com

Application Status

cvgenroll@cloverhealth.com

Member Services

1-888-778-1478

8 am–8 pm local time, 7 days/week*

Broker Experience

1-855-979-2236

brokers@cloverhealth.com

9 am–6 pm EST, Monday–Friday

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