

Enrollment Frequently Asked Questions (FAQ)

Paper Enrolment	
Question	Answer
Where do I find the paper Enrollment form?	The broker can find the paper Enrollment form in the back of the <i>Enrollment Kit</i> .
Where would I fax the paper Enrollment form?	Fax paper enrollment forms to 844-541-6848 .
Telephonic Scope of Appointment (SOA)	
Question	Answer
What number do I call to perform a Telephonic SOA with my applicant?	Call the Broker Services at 866-885-3948 , between the hours of 07:00 AM and 06:00 PM Mountain time, M-F.
How long does it take to complete a Telephonic SOA?	About 3-5 minutes.
Telephonic Enrollment	
Question	Answer
Where would I find the Telephonic Enrollment form?	In the Callidus portal, select the applicant's state's form template to download. You only need to download this once, then edit for the applicant and save it with another name.
Can I edit the form within the browser window?	Editing within the browser window will <u>not</u> save the edits. We recommend you download the file and edit using a PDF editor then save on your PC.
What number do I call to choose the 3-way call with the applicant on the line?	Molina Telephonic Enrollment team 866-714-8996 during the hours of 08:00 AM – 05:00 PM Pacific time.
If I choose the 3-way call, how long will the enrollment take?	Approximately 20 minutes.
If I choose to allow the Telephonic Enrollment team to call my applicant, what number will my applicant see on their phone?	The Telephonic Enrollment Team will call your applicant from this number: 562-435-3666 . Please tell your applicant to accept the call from this number.
Electronic Enrollment (DRX)	
Question	Answer
When we send the access site (link) and applicant enrolls them self – do we get credit for the enrollment? Do we get	If the broker sends a applicant the link, and the applicant enrolls online the broker will get credit for that enrollment.

confirmation if they fill it out?	
Do we need to supply a paper copy of the enrollment? Do we have to leave a paper copy if they do not have email?	No, the online enrollment replaces the need for the paper enrollment. They will get a letter in the mail confirming their enrollment. You can also print a confirmation for the applicant using the Print option on the confirmation screen. If you provided the applicant's email, DRX will automatically email a confirmation to the applicant.
Do we get some sort of confirmation, besides the confirmation page when we complete an enrollment, like a confirmation email?	The system automatically emails the confirmation to the new member. In DRX you can view the new member's record to see when they enrolled and in what plan. If desired, you can also download a copy of the completed application from the new member's profile page in DRX.
What are the methods of linking the SOA to the enrollment within DRX SOA tab?	<ol style="list-style-type: none"> 1) <i>Email</i> the SOA to the applicant via DRX. 2) <i>Text</i> the SOA to the applicant via DRX. 3) Use the <i>Print Consumer Form</i> SOA process when sitting next to the applicant. 4) Upload a scanned copy of the SOA by selecting Upload.
Can we still do paper enrollments, or do we have to do all electronic?	<p>You have both options, and you will find the electronic method is far easier.</p> <p>Once the electronic enrollment has been done, there is NO need to complete the identical paper enrollment. One enrollment is all that is necessary.</p>
If the applicant does not have an email, can we move forward with the application?	Yes, if the applicant has a smart phone they can submit the enrollment from their phone, if you sent them the application via Text. If the applicant does not have a smart phone or an email address, you can use the Telephonic Enrollment to complete the enrollment on a recorded line. See above Telephonic Enrollment section.
If I specified an email for the applicant at the start of the enrollment will DRX automatically send a confirmation?	Yes, the DRX system will automatically send an email confirmation to the new member with the confirmation number.
Do we have a test site and test login that we can use to practice before submitting an application in DRX?	<p>Yes. Brokers and Field Agents can use the Staging environment to practice using DRX. We recommend you use your own email address for the applicant, so you can also view the emails the system sends to the new member.</p> <p>Here is the URL: https://molina2.staging.destinationrx.com/PC/2021 At the initial login enter: User name: <i>Molina_client</i>, Password: <i>Molina123!</i> At the DRX login enter: User name: <i>brokertest</i>, Password: <i>brokertest</i></p>
What is the link to a video training for DRX?	https://www.youtube.com/watch?v=NXoxfUOkM94
If the applicant selects <i>SSA deduction</i> to pay their premium, will Molina bill	SSA deductions take up to 60 days to start. Molina does not bill the member until the deductions catch up.

the member until deductions begin?	
If the applicant does not have an email, can they choose to receive their materials electronically?	YES. Electronic materials are not emailed to the member. Instead the member receives a hardcopy document which explains how to find the documents electronically. We are suggesting they can use a computer at a public library if they don't have one of their own.
Where in DRX do I set the applicant's subsidy level?	This is set in the <i>Preferences</i> section of DRX. We recommend before starting a quote for an applicant you set the preferences so that the calculations for medications and premiums will be accurate.
What browsers are supported by Connecture (DRX)?	<p>Connecture strives to continually maintain its products to ensure compatibility with the latest and most commonly used technology among Internet users. As such, Connecture monitors browser usage determined by using Google Analytics data for browser market share combined with national data to account for the national market. With this information, Connecture is continuously improving its products to deliver the highest quality possible.</p> <p>We offer full functional and support for the following browsers:</p> <ul style="list-style-type: none"> • Internet Explorer^A 11 / Microsoft Edge • Chrome* • Firefox* <p>Additionally, we ensure that all major functionality works with Safari* on MAC, though we do not guarantee optimal aesthetics. Other browsers such as Opera, older versions of Firefox, Chrome, & Safari, as well as versions of IE other than what is listed above are not supported. In addition to not being supported, we strongly caution against the use of IE9 & IE10 due lack of Microsoft security updates and technical support (for more information see https://www.microsoft.com/en-us/windowsforbusiness/end-of-ie-support).</p> <p>^AUser must have compatibility mode turned off * No version number indicated as the most recent version of the software employs an auto-update feature; thus, the assumption is majority of users will always be on the current/most recent browser version</p>