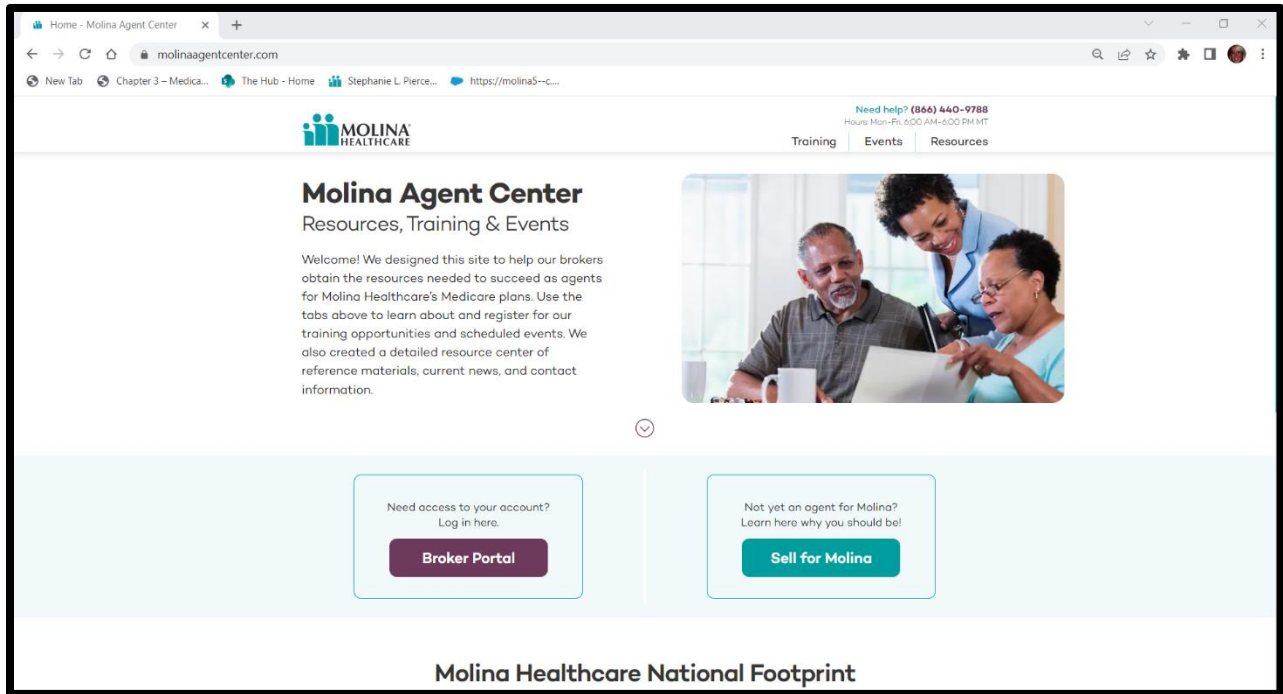
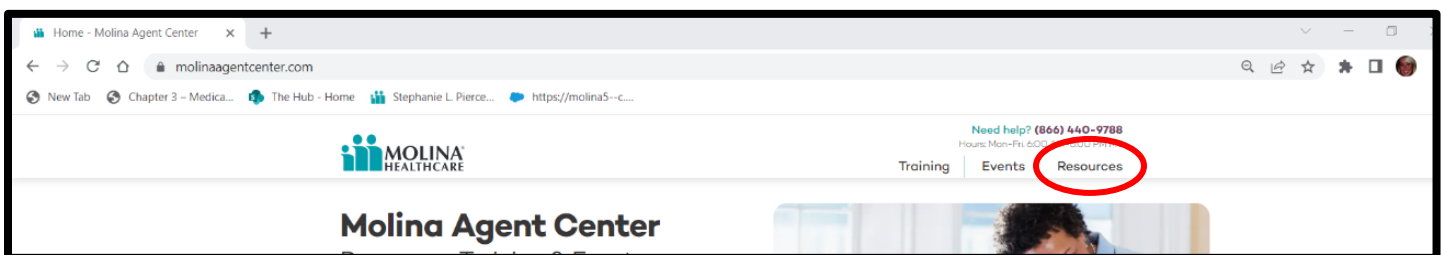


How to Access Resources on the Molina Agent Center

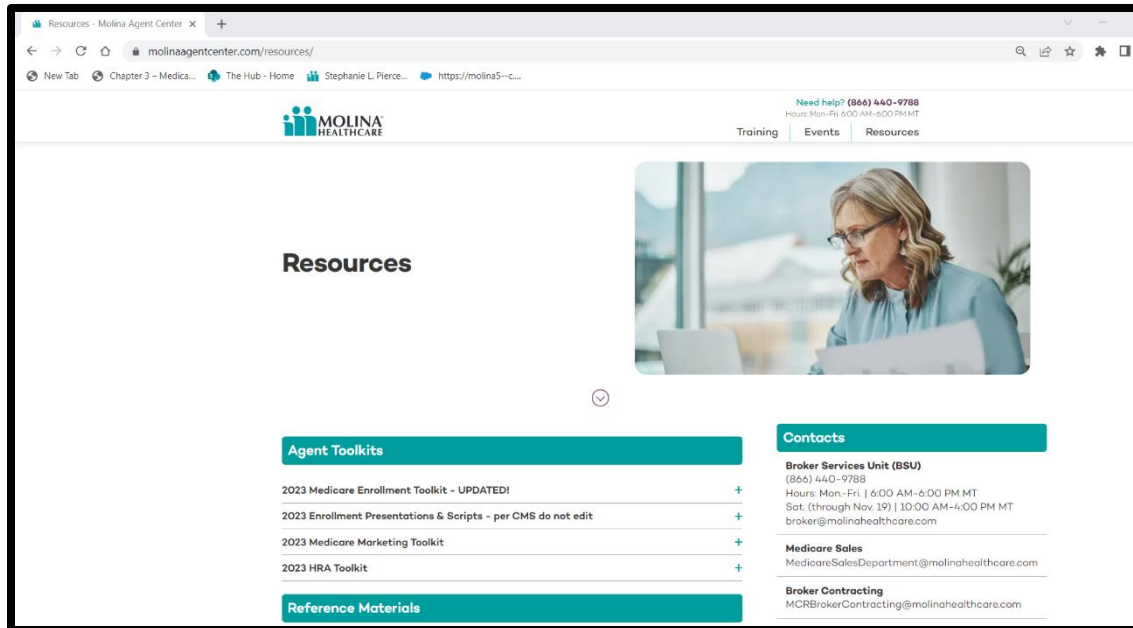
1. Navigate to the Molina Agent Center by clicking the following link: [Molina Agent Center](#)
2. The Molina Agent Center's homepage will appear as shown below.



3. Click **Resources** located in the top right corner of the screen.



4. The **Resources** page is divided into sections that include:
- a. **Agent Toolkits**
 - b. **Reference Materials**
 - c. **Molina Matters (weekly publication for brokers)**
 - d. **Additional Resources**
 - e. **Contacts**




Available Resources for Brokers

➤ Agent Toolkits

- Click the + sign to the right of each item to expand the section.

Agent Toolkits

2023 Medicare Enrollment Toolkit - UPDATED!	
2023 Enrollment Presentations & Scripts - per CMS do not edit	+
2023 Medicare Marketing Toolkit	+
2023 HRA Toolkit	+

Agent Toolkits

2023 Medicare Enrollment Toolkit - UPDATED!

- ↓ 2023 Molina Medicare Enrollment Handbook v2 - UPDATED
- ↓ Enrollment FAQ for Brokers - updated Aug. 2022
- ↓ Molina Medicare Enrollment Process Options
- ↓ CMS FAQ: Updated Enrollment & Marketing Requirements 10.19.22
- ☑ DRX/Connecture: Enrollment Link for Brokers
- ☑ DRX/Connecture: Enrollment Link for Field Agents
- ↓ DRX/Connecture: Personalized Quoting
- ↓ DRX Training - updated October 2022
- ☑ DRX Video Tutorial
- ↓ Job Aid: Telephonic Enrollment Process for Brokers - Aug. 2022
- ↓ Job Aid: How to Send Completed Application for Beneficiary Signature
- ↓ Job Aid: How to Attach Documents to Enrollment in DRX/Connecture
- ↓ Job Aid: How to Submit a Paper Application
- ↓ Enrollment: Fax Cover Sheet
- ↓ 2023 Star Ratings - New!
- ↓ 2023 LIS Chart
- ↓ 2023 CMS Do's & Don'ts for Agents/Brokers - Aug. 2022

➤ **Reference Materials**

- Click the + sign to the right of each item to expand the section.

Reference Materials	
Education & Training: Videos & Job Aids - NEW VIDEOS TO HELP MEMBERS!	+
Broker Materials	+
CMS Resources	+
2022 State Fact Sheets	+
2023 State Fact Sheets - New!	+
Forms	+

Reference Materials	
Education & Training: Videos & Job Aids - NEW VIDEOS TO HELP MEMBERS!	+
Broker Materials	+
CMS Resources	+
2022 State Fact Sheets	+
2023 State Fact Sheets - New!	-
↓ Arizona 2023 Medicare Fact Sheet	
↓ California 2023 Medicare Fact Sheet	
↓ Florida 2023 Medicare Fact Sheet	
↓ Idaho 2023 Medicare Fact Sheet	
↓ Illinois 2023 Medicare Fact Sheet	
↓ Kentucky 2023 Medicare Fact Sheet	
↓ Massachusetts 2023 Medicare Fact Sheet	
↓ Michigan 2023 Medicare Fact Sheet	
↓ Nevada 2023 Medicare Fact Sheet	
↓ New York 2023 Medicare Fact Sheet (not yet available)	
↓ New Mexico 2023 Medicare Fact Sheet	
↓ Ohio 2023 Medicare Fact Sheet (not yet available)	
↓ Texas 2023 Medicare Fact Sheet	
↓ Utah 2023 Medicare Fact Sheet	
↓ Virginia 2023 Medicare Fact Sheet	
↓ Washington 2023 Medicare Fact Sheet	
↓ Wisconsin 2023 Medicare Fact Sheet	

- **Molina Matters, a weekly publication for brokers**
 - Click on the desired publication to view.

Molina Matters, a weekly publication for brokers

November 23: [Thanksgiving Wishes & BSU Special Hours](#)

November 16: [2023 Star Ratings & More](#)

November 09: [New State Resources Available on Molina Agent Center](#)

November 02: [Meet your Broker Channel Managers](#)

October 26: [CMS & Molina: Update on MA Enrollment Call Recording](#)

October 19: [Member Enrollment, Engagement & Education](#)

October 12: [Important AEP Resources for Molina Brokers](#)

October 05: [AEP '23 Molina Medicare Marketing Materials are Here!](#)

September 28: [Know your Community-Based Organizations](#)

September 21: [Announcing the New Molina Medicare Enrollment Toolkit!](#)

September 14: [MyChoice Debit Card: Better. Stronger. Faster.](#)

August 31: [2023 Molina Medicare Expansion](#)

August 24: [Strategies for Member Retention](#)

August 17: [Your BCM Can Help You Find Prospects](#)

August 10: [Molina Medicare is Contracting New Broker Agents](#)

July 20: [Announcing the Molina Agent Center for Brokers](#)

July 06: [AEP '23: Helping this be your Best Medicare Sales Experience](#)

June 08: [Get to Know Your Broker Services Unit \(BSU\)](#)

May 18: [Important Reminders about Molina's COVID-19 Resources](#)

May 11: [The Molina D-SNP Advantage](#)

- **Additional Resources**
 - Navigate to the websites below by clicking the link.

Additional Resources

[Broker Portal](#)

[Molina Healthcare](#)

[Molina D-SNPs](#)

[CMS](#)

[HHS Public Health Emergencies](#)

[FEMA Disaster Declarations](#)

➤ **Contacts**

- **We are here to help!** Please use the contacts below for assistance.

Contacts

Broker Services Unit (BSU)
(866) 440-9788
Hours: Mon.-Fri. | 6:00 AM-6:00 PM MT
Sat. (through Nov. 19) | 10:00 AM-4:00 PM MT
broker@molinahealthcare.com

Medicare Sales
MedicareSalesDepartment@molinahealthcare.com

Broker Contracting
MCRBrokerContracting@molinahealthcare.com

Broker Enrollments
MCREnrollment@molinahealthcare.com

Broker Commissions
MCRCommissionInquiry@molinahealthcare.com

CARE Team
MedicareBrokerCAREteam@molinahealthcare.com

Sales Engagement & Marketing
salesengagement@molinahealthcare.com

Quality Auditor
qualityauditorteam@molinahealthcare.com

Sales Communications & Training
salescomms@molinahealthcare.com

Sales Oversight & Compliance
sales_oversight@molinahealthcare.com