

JET Insure Broker Portal FAQ

Active Policies

Q: Can you make changes to on exchange plans on the JET system?

A: No, broker or member needs to contact FFM to make any changes (address, email, DOB, dependent changes, or terminating entire policy). Brokers may make changes to off exchange policies within the Jet portal.

Q: Will members be able to make changes/corrections to their own policy in member portal?

A: No, changes must be made by broker or by member submitting a member change form to be approved by CGHC enrollment department.

Reports and Letters

Q: Will CGHC Sales Team still send out grace and term report each month to brokers?

A: No, the CGHC sales team will not be sending out a monthly report. Brokers now have access to run their own report and each member's grace letter within the Letters portion of the broker portal.

Q: Will grace and term letters still go out to the member each month?

A: Yes, CGHC will continue to send out grace and term letters to members who are in a grace period and risk termination via USPS.

Q: Will I have access to print out on and off exchange ID cards?

A: Yes, brokers will have the ability to download, email, or print temporary ID's within a member's profile. The broker will also have the ability to order a new permanent ID card for that member.

Enrollment

Q: Can a broker create a dummy or generic email to enter in numerous applications if client does not have an email address.

A: No, the JET system requires UNIQUE emails for each person creating an account for security purposes. When generating a quote or submitting an application, if the client does not want an online account, simply click "Paper Application" and enter a username for the application. In order to create the account, the broker would need to assist the client in creating an email address even if client does not plan on using it or has access to a computer. There is a one-page user guide on how to set up an email for your client in the broker section of CGHC portal.

Q: Does a broker need to collect a signature from a member if broker is entering an application in portal?

A: The Jet portal does not require a wet signature from client. There is a section at the end of the application where the broker is asked to sign off and enter NPN to verify they are enrolling on client's behalf.



Q: When entering an individual application in the broker portal, can you submit an application for a client who does not have an email address?

A: Yes, if you click on paper application, the system will ask you to enter a username for the member instead of an email. Please keep in mind after application has been approved member will need an email if they wish to make a binder payment online.

Q: If you are entering an application outside of open enrollment and the member does not currently have SEP documentation to upload, can you still submit the application?

A: Yes, the system will allow you to submit the application without the documentation being uploaded, but our enrollment department will require it for application to be approved. You do have access to upload the documentation after the application has been submitted by relaunching the application.

Payments

Q: If a member does not have an email, can a broker set up a recurring payment in the broker portal?

A: Yes, once the binder payment has been made, a broker will be able to find that member in their portal and set up a recurring payment or make a one-time payment for the member.

Q: Do you need to make a one-time payment before you can set up a recurring payment?

A: Yes, a binder payment will need to be submitted online or by check or money order first. Then member can set-up recurring in their billing portal or broker can set up recurring payments for the member within the broker portal. Please refer to Jet Training Guide 19 for instructions on how to assist a member with making a binder payment online.

Broker Dashboard

Q: How do we access the new portal?

A: A link will be emailed to you on 5/8/2020. We will provide steps for the login process. If you do not receive the link you can also access the new portal by going to CGHC website www.commongroundhealthcare.org, go to the broker tab, and click on Broker Portal in the dropdown.

Q: What will my username be?

A: Your username is the same as you are using now - Initials followed by NPN.

Ex: James Smith = JS44455566.

