What's New for Plan Year 2024

Thank you for being a valued ConnectureDRX customer!

We are excited to partner with you for **Plan Year 2024.** Here is a high-level summary of some of the new features in our PlanCompare ONE products. For detailed information about each of these features, including screenshots and configuration settings, refer to the updated documentation on the Customer Training Hub. For additional information about these product offerings, reach out to your Customer Success Manager (CSM).

API and Hosted Products:

The following enhancements are included in all PlanCompare ONE Hosted web sites (Consumer, Professional, Retention) as well as our APIs.

Inflation Reduction Act Updates

Last year, ConnectureDRX implemented the $35 Insulin and $0 Vaccine benefit programs in accordance with the Inflation Reduction Act. For Plan Year 2024, ConnectureDRX is adding the low-income subsidy expansion and $0 catastrophic phase changes to the drug cost estimator to ensure beneficiaries are seeing the most accurate cost estimates possible when shopping for a Medicare plan. For our Carrier partners, who have medications which are not covered at zero cost in the Catastrophic phase, please contact your Customer Success representative for additional details.

Drug Benefits for Value Based Insurance Design Plans

Starting with Plan Year 2024, ConnectureDRX will allow plans to override the default CMS copays with copay values of $0 when a member is on Low Income Subsidy. For our Carrier partners who have this type of VBID plan design, please contact your Customer Success representative for details on how to send this information to us.

Value-Based Care*

In conjunction with our Value-Based Care Network partners, PlanCompare ONE will now be offering the ability to search and filter down to Value-Based Care providers in a selected area. Educational content for agents will also be made available along with the ability to engage in activities post enrollment to onboard the beneficiary with their Value-Based Care provider as smoothly as possible.

Google 360

With Plan Year 2024, PlanCompare ONE will be updated to use the Google 360 platform for greater transparency and flexibility. Access to the new Google Analytics portal will be made available before AEP. Please contact your Customer Success representative if you need to obtain access to the Google Analytics portal.

* Indicates that additional contracting may be required to access this feature.

Post Enrollment Engagement*

Post Enrollment Engagement offers our Carrier customers and partners options to begin communicating to enrollees immediately upon enrollment submission. On the Enrollment Confirmation page as well as the outgoing emails, Carrier's may include welcome messaging, links to welcome videos, information on how to engage with supplemental benefits and more. These highly customizable communications can help with benefit activation, customer education or engagement to assist in a smooth transition to their new plan.

Digital Pharmacies

Pharmacy search has been expanded with the ability to include online digital pharmacies for drug cost estimation. Check out the new tab on the pharmacy search page of Guided Help.

Provider Search Updates

Multiple updates have been made to the Provider Search page to help consumers and agents in finding and selecting their providers when entering their information as well as when searching for network providers in Helpful Tools to know their network options when shopping for plans. These updates include a General Practice filter, specialty and subspecialty flags as well as additional contact, languages and accepting new patient information.

Consumer Specific:

The following enhancements are included in Consumer PlanCompare ONE web sites.

Plan Coverage Disclaimer

In accordance with the latest CMS guidelines, the hosted Consumer product will now include a new dynamic disclaimer in the footer as part of the solution. The message will remain generic until a specific zip code is selected by the user at which point it will update to reflect the precise number of plans and organizations represented on the platform for the specific agent or agency in that service area.

Professional (Broker /Call Center) Specific:

Dual Plan Year

With AEP 2024, the PlanCompare ONE Professional solution will no longer be locked to a single plan year. Instead, it will allow the quoting of both 2023 and 2024 plans as part of the same solution and URL. A toggle will appear on the plan list page to help users navigate to the plan year they wish to review plans for and enroll in. This toggle will change throughout the year as available effective dates change.

Continual Personalized URLs

As part of the change to support dual plan year web sites, agents will now have available to them a new Personalized URL (PURL) as part of the solution that will default to taking the user to the latest plan year's plans as they become available. Agents can share this new URL as part of their marketing material without the need to update it each year. These new PURLs can be found on the agent's profile page on the 2024 Professional platform.

Plan Coverage Disclaimers for Professionals

In accordance with the latest CMS guidelines, the hosted Professional platform will now include messaging on both the Profile management and Plan List pages with information on how many plans and organizations an agent represents for a given service area. This allows professional users to quickly share with a beneficiary, either in person or telephonically, the scope of their plan coverage in the beneficiary's area as required by CMS.

Medicare and Medicaid Eligibility Checks*

PlanCompare ONE's professional platform will now have the ability to include validation of a member's Medicare and Medicaid eligibility as part of the profile creation process. An agent will be able to confirm a member's Medicare Beneficiary ID (MBI), Part A and Part B dates as well as their DSNP eligibility through a quick and easy real time verification process. This integrated process will help to ensure accurate information is used throughout the shopping and enrollment workflow.

Voice Scope of Appointments

ConnectureDRX is also offering a new Scope of Appointment template optimized for use as part of a telephonic meeting with a beneficiary. Users can simply click on the new option in the Scope of Appointments page in the Professional solution and follow the steps on the screen to include a quick and compliant Scope of Appointment as part of any recorded session.

* Indicates that additional contracting may be required to access this feature.

Professional (Broker /Call Center) Specific:

Disclaimers and Information for Enrollment

For AEP 2024, ConnectureDRX's PlanCompare ONE platform will include the ability to show a modal on the first page of enrollment to display information for the agent to share with the beneficiary. This information will include scripts for disclaimers, important plan benefits and attestations for agents to read as part of their voice recordings to ensure compliance.

In addition to what will be displayed when an agent is beginning the enrollment process, there will also be an option to collect a voice signature at the end of enrollment to complete the transaction. Selecting to collect a voice signature will display an approved script for the agent to read to the consumer and collect as part of their recorded transaction.

Note, agents are not required to use ConnectureDRX's call recording functionality for the Pre-Enrollment and Voice Signature, this feature can be utilized regardless of the recording solution chosen by the agent, giving agents the flexibility to utilize the recording solution of their choice.

Plansmart for Brokers*

For AEP 2024, brokers will have additional functionality to assist them in managing their book of business with ConnectureDRX's new Plansmart for Brokers solution. Plansmart will give brokers valuable insights into estimated year-over-year cost and network changes for their members for the upcoming plan year. Agents can quickly identify plans that may offer estimated savings or members that are impacted by plan benefit or network changes.

* Indicates that additional contracting may be required to access this feature.

API:

The following enhancements are specific to ConnectureDRX's API customers.

Updated Swagger Documentation

The Swagger API documentation portal has been updated to provide updated specifications and new functionality. Customers can now run sample API calls through the portal and get sample results for quicker and easier integrations. The portal can also be used to see common call patterns and use cases to help simplify the build process and optimize call patterns.

Quick Quote via API

PlanCompare API now includes the ability to share quotes between agents and users using our new Quick Quote API feature. Add plans to a quote, generate an authorization code to validate users and retrieve it all using this new suite of calls for a seamless quoting experience.

Plansmart for API*

Queue up and run Plansmart reports via API to help identify potential at-risk beneficiaries in your book of business. Similar to the Hosted version of Plansmart, the API version will give brokers valuable insights into estimated year-over-year cost and network changes for their members for the upcoming plan year. Run the report to see updates in estimated costs and provider network status for the coming year and see what other plans in the area might have to offer.

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