



# Producer Guide

MEDICARE ADVANTAGE | 2026



# About Essence Healthcare

*Doctor founded and backed by Lumeris—a leader in value-based-care technology—Essence excels in provider teamwork and support. By giving doctors the tools and technology they need to better care for patients, Essence has been able to boost quality of care for members while decreasing the cost of care.*

*For more than 20 years we've been helping our members get the care and service they deserve.*



**PUTTING YOU FIRST • 20 YEARS AND COUNTING**

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### **Training Videos**

To access the training videos, log in to the Producer Portal. Then select the “Start New Application” icon from the dashboard.

# Producer Portal



The Producer Portal is your one-stop shop to get all you need to manage your business with us. Visit [Producer.EssenceHealthcare.com](https://Producer.EssenceHealthcare.com) to access the following features:

## **Start New Application (Online Enrollment Portal)**

*Use the online enrollment tool to complete an application with a beneficiary. You can also use the Quick Entry feature to submit a paper application. The Send a Quick Quote feature allows a beneficiary to independently complete an application that comes to us in your name.*

## **Application Tracking**

Track your applications through the enrollment process so you can follow up with your clients on any outstanding requests for information.

## **Book of Business**

View all the clients you have with us.

## **Commissions**

View your commission statements.

## **Ready to Sell**

View your Ready to Sell (RTS) status, certifications and license information that we have on file.

## **Documents**

Find administrative, plan and marketing materials to help you produce more enrollments.

## **Sales Materials (Storefront)**

Utilize Storefront to order sales materials such as Enrollment Kits, product brochures, posters, etc.

## **Find a Provider**

You will have access to the online Provider Search tool.

# Enrollment Options

## Four Ways to Enroll

1. Together with your member (via the Producer Portal > Start a New Application).
2. Text or email your member the digital application.
3. Telephonically and electronically through the Sunfire or Connecture enrollment platforms.  
**NOTE:** Producers must have a written approval from (or on behalf of) the health plan to conduct telephonic enrollments. Contact Producer Support with questions about your eligibility.
4. Call our Producer Support team with your member on the line. We'll enter the information and record the call for you.



## Electronic Applications

**Electronic applications are submitted via the Producer Portal, Sunfire or Integrity's Medicare Center platform (if eligible).**

### Scope of Appointment

You're not required to submit a Scope of Appointment, but you're required to produce it when necessary.

**Video instructions:** [Bit.ly/3KHZ1l3](https://bit.ly/3KHZ1l3)

### Text/Email to Sign

This is a quick way to prefill an enrollment application and have your clients electronically review, sign and submit. For more information on this process, contact Producer Support or visit the Producer Portal.

**Video instructions:** [Bit.ly/3yzgvgo](https://bit.ly/3yzgvgo)

### Send a Quick Quote

Use the Send a Quick Quote feature to send multiple Essence plan documents to your client's email, including prescription costs and pharmacy choices. This feature also allows a beneficiary to fill out an online application that's delivered to us with your name attached as the Agent of Record.

**Video instructions:** [Bit.ly/3wNpYjU](https://bit.ly/3wNpYjU)

# Enrollment Requirements



## Paper Applications

Mail the application within 48 hours of the signature date. A pre-addressed, postage-paid envelope is included in every Enrollment Kit.



## Telephonic Applications

Must be able to provide the health plan with all sales/marketing recordings per CMS guidelines.

## All Producer Support hours are Central Time.

Weekday Hours: Monday through Friday, 8 a.m. to 6 p.m.,  
excluding Black Friday, Nov. 28 (open phone queue)

Saturday Hours: October 18 through December 6, 9 a.m. to 1 p.m.

We're also available from 8 a.m. to 6 p.m., Sunday, December 7.

## Did You Know?

A Scope of Appointment can be completed in various ways:

1. You can complete a paper form to keep for your records, mail with a paper application or upload into your electronic application when doing quick entry.
2. Electronic Scope of Appointments can be completed in the “New Application” section of your Producer Portal after creating a profile.
3. Telephone Scope of Appointments can be completed by calling Producer Support at 1-877-259-8657 prior to completing a telephone appointment or application.

**Scope of Appointment Training:** [Bit.ly/3KHZ1l3](https://bit.ly/3KHZ1l3)

# Storefront Instructions

*Storefront is our online tool where you can get access to the materials you need as one of our Ready to Sell agents.*

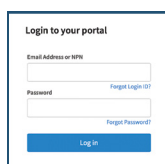
Once you're certified, you'll have single-sign-on access from the Producer Portal directly into Storefront and then you can:

- Order items to ship to your home/office (including Enrollment Kits, see page 8)
- Customize and print/download marketing materials

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## Let's Get Started

- Log in to: [Producer.EssenceHealthcare.com](https://Producer.EssenceHealthcare.com)

A screenshot of a login form titled "Login to your portal". It contains two input fields: "Email Address or MFM" and "Password". Below each field is a link: "Forgot Login ID?" and "Forgot Password?". At the bottom is a blue "Log In" button.

- Select



Storefront

- Choose a market. **MATERIALS BY MARKET**



ENROLLMENT MATERIALS



PROVIDER OFFICE MARKETING



INTERNAL RESOURCES

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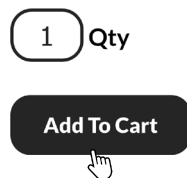
## Order Materials

- Select Enrollment Materials and then the year.



- Scroll down the list and click the item based on the region and product.

- Enter the quantity and add it to your cart.

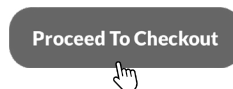


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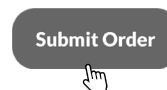
## Submit Your Order

- When you're ready to checkout, you'll complete a series of steps.

- To move through the steps, continue to click the "Proceed to Checkout" button.

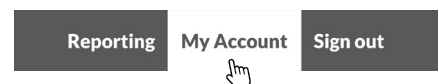


- Once you submit your order, you'll receive a confirmation email. When your order ships, you'll receive a second email with tracking information.



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At any time, you can access your order and its status by clicking "My Account" in the top right menu.



# Sales and Marketing Support



## Sales Presentation

Use the presentation in Storefront to give your clients a comprehensive view of our plans and to help you stay compliant. You can find it in Sales Support Materials under Producer Marketing.

### **The presentation can help you:**

- Cover all necessary plan components and CMS requirements.
- Clarify plan benefits.
- Reduce confusion.
- Build credibility.
- Avoid prohibited statements.

## Marketing Materials



**PRODUCER MARKETING**

We created CMS-approved marketing materials that you can personalize and use to better market yourself and our plans. These materials are located on Storefront.

# Provider Search



## Find a provider in six steps:

1. Log in to the Producer Portal at [Producer.EssenceHealthcare.com](https://Producer.EssenceHealthcare.com).
2. From the main menu, click on the “Find Provider” icon.
3. Select the appropriate plan year and market.
4. From the Find a Provider page, select a category to start your search. For example, you can search by name or specialty.
5. Next, select from the filters along the left side panel to filter by location, provider details, etc.
6. Results include provider cards with all participating plans. You can choose to display your results in a list or a map view. You also have the option to download the search results in PDF or CSV format.



Find Provider

If you need assistance with the Find a Provider tool, please reach out to Producer Support at 1-877-259-8657.

# Member Resources



The **Member Website** is a valuable tool for members to find everything from benefit information to claims and more. They can:

- Order ID cards
- Find important documents (EOC and ANOC)
- Check a Flex Card balance
- Review payment options
- Search the Provider Directory and formulary
- Shop the Essence OTC store
- Review claims
- Change or choose a PCP
- Update communication and language preferences and contact information

Visit: [EverythingEssence.com](https://www.EverythingEssence.com)

Customer Service: 1-866-597-9560 (TTY: 711)

Telephone lines are open 8 a.m. to 8 p.m., seven days a week.

## Essence Flex Spend mobile app

Members can use the secure app to:

- Check card balance
- View recent transactions
- Report a card lost/stolen

For members with OTC benefits, the app can be used to scan over-the-counter items for eligibility.

# Vendors



## **Amplifon Hearing Health Care**

Toll-free: 1-877-846-7076 (TTY: 711)

Open Monday through Friday

7 a.m. to 7 p.m., Central Time

[AmplifonUSA.com/Essence](https://AmplifonUSA.com/Essence)

## **LIBERTY Dental Plan**

Toll-free: 1-866-609-0822 (TTY: 1-877-855-8039)

Open Monday through Friday

5 a.m. to 5 p.m., All time zones

[LibertyDentalPlan.com/Find-a-Dentist](https://LibertyDentalPlan.com/Find-a-Dentist)

## **EyeMed®**

Toll-free: 1-833-918-0475

April 1–Sept. 30 (Central Time):

Monday through Friday, 7 a.m. to 1 a.m.;

Saturday, 7 a.m. to 10 p.m.;

Sunday, 10 a.m. to 7 p.m.

Oct. 1–March 31 (Central Time):

Monday through Saturday, 7 a.m. to 1 a.m.;

Sunday, 7 a.m. to 7 p.m.

[Member.EyeMedVisionCare.com/Essence](https://Member.EyeMedVisionCare.com/Essence)

## **Mercy Behavioral Health/Chemical Dependency Services**

Toll-free: 1-877-405-7612 (TTY: 711)

Open 24 hours a day, seven days a week

## **SilverSneakers® Fitness Program**

Toll-free: 1-888-423-4632 (TTY: 711)

Open Monday through Friday,

7 a.m. to 7 p.m., Central Time

[SilverSneakers.com](https://SilverSneakers.com)

## **Express Scripts** (prescriptions/mail-order)

Toll-free: 1-800-282-2881

(TTY: 1-800-759-1089)

Open 24 hours a day, seven days a week

[Express-Scripts.com](https://Express-Scripts.com)

## **Oura Ring**

Open Monday through Friday

6 a.m. to 9 p.m., Central Time

Email: [partnersupport@ouraring.com](mailto:partnersupport@ouraring.com)

## **Uber**

Toll-free: 1-866-974-3585 (TTY: 711)

# Important Dates



## October 1

**Annual Enrollment Period (AEP) marketing begins.**

## October 15

**AEP selling begins.**

AEP applications can be received beginning this day.

## December 7

**AEP ends.**

Any AEP application submitted after this day must include an attestation that it was received on December 7.

## January 1 through March 31

**Medicare Advantage Open Enrollment Period (MA OEP)**

Beneficiaries can make a one-time enrollment into another Medicare Advantage Prescription Drug (MAPD) plan if they're currently on an MAPD plan.

# Key Contacts



## Producer Support:

1-877-259-8657 or [producersupport@lumeris.com](mailto:producersupport@lumeris.com)

Our team can help answer questions about benefits, commissions,  
Ready to Sell (RTS) status and more.

### All Producer Support hours are Central Time.

Weekday Hours: Monday through Friday, 8 a.m. to 6 p.m.,  
excluding Black Friday, Nov. 28 (open phone queue)

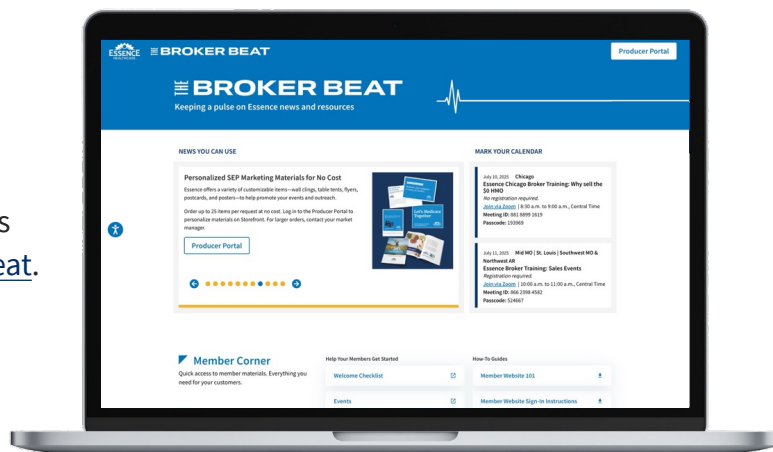
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[Producer.EssenceHealthcare.com](http://Producer.EssenceHealthcare.com)



Stay up-to-date on Essence news  
and resources with [The Broker Beat](http://The Broker Beat).





P.O. Box 12487  
St. Louis, MO 63132  
[Producer.EssenceHealthcare.com](http://Producer.EssenceHealthcare.com)

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